

Position Title	Public Services Associate		
Working Title			
FLSA Status	Eligible	Job Code	0675
Salary Band	A3	Revised	May 2, 2019

General Purpose

With moderate supervision and working within established procedures, this position provides direct service to library customers.

Illustrative Examples of Duties and Responsibilities

Oversees circulation services, determines priorities, and directs and monitors workflow. In the absence of the Operations Assistant, may assist the Operations Supervisor in scheduling staff, assigning tasks and monitoring the work flow of the circulation area in a resource library.

Provides service to customers. Issues/renews library cards and updates member information using the library's automated system;

Performs readers' advising and information services in response to customer inquiries.

Instructs customers in the basic use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, accessing library account information and paying fines and fees online, searching the library catalog and placing holds, searching online databases, and using online learning tools. May assist customers in the use of tablets, e-readers, and other personal technology.

Receives and processes money for the payment of fines and fees. May perform cash reconciliation as assigned.

Responds to member inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.

Inspects returned materials for damage. May assess damage charges and complete the member billing process.

Processes and prepares materials for shipment; processes items for holds pickup.

Reserves meeting rooms and/or Internet computer stations for customers.

May perform storytimes and host library programs, as needed.

May serve as Person-In-Charge in the absence of supervisory staff.

May use common off-the-shelf products to clean library materials and equipment.

May participate in visits to adult care facilities, including preparing materials, checking materials out to customers on the visit, and driving the District van.

Performs other related duties as assigned.



www.sclld.org
Administrative Offices
509.893.8200
fax 509.893.8472

Airway Heights Library
509.893.8250
Argonne Library
509.893.8260

Cheney Library
509.893.8280
Deer Park Library
509.893.8300

Fairfield Library
509.893.8320
Medical Lake Library
509.893.8330

Moran Prairie Library
509.893.8340
North Spokane Library
509.893.8350

Otis Orchards Library
509.893.8390
Spokane Valley Library
509.893.8400

Supervision

Reports to: Operations Supervisor or Library Supervisor
Supervises: May have supervisory responsibilities.

Minimum Qualifications

Required

- Associate's degree
- Three years customer service experience

Preferred

- Bachelor's degree
- One year customer service experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Library services and resources.
- Proper cash handling procedures.

Skill in

- Use of computer systems and various software programs, including ILS.

Ability to

- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in a library environment while sitting/standing at a desk or counter for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.



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Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.
- May be required to drive a District vehicle to other locations to perform work.
 - Valid driver's license required when driving District vehicle.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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