

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Public Services Associate		
Reports to	Assistant Library Manager Library Supervisor	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	March 2025	Compensation Band	A3
Working Hours	While the District makes a good faith effort to maintain regular, predictable schedules for employees, the District operates public facilities 7 days a week and employees are expected to be available to work a variety of hours. Employees are scheduled according to the needs of the District which may include variable days, evenings, and weekends.		
Required	Background & driver license check		

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

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of customer service experience, with one year of experience in a public library preferred.	
The District may accept an equivalent combination of education and experience lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Speak publicly in order to execute District programs and represent the District to community groups
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Proper cash handling procedures
	Microsoft Office and other software applications
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed 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.

Provides front-line customer service:

- Assists customers with material check out; may deliver materials to customers at District locations (curbside service).
- Issues/renews library cards and updates customer information.
- Performs readers' advising and information services in response to customer inquiries.
- Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.
- 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 personal technology devices.
- Receives and processes money received from customers; may perform cash reconciliation as assigned.
- Places holds and retrieves items placed on hold for customers.
- Reserves meeting rooms and/or computer stations for customers.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

Inspects returned materials for damage; may assess damage charges and complete the customer billing process.

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

In addition, this position may:

- Host library programs by greeting participants, introducing presenters, and gathering evaluations.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Prepare the library for opening & closing.

Performs other duties as needed or as directed.

Work Environment

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.