Aloha Community Library Association
17455 SW Farmington Road, Suite 26A, Aloha, OR 97007
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TITLE: Public Services Assistant (Part-Time)

REPORTS TO: Public Services Supervisor; additional supervision provided by Library Director, Assistant Library Director, and Adult Services Coordinator

GENERAL DESCRIPTION

The Public Services Assistant performs patron service and circulation duties; assists with reader's advisory and reference; and completes other projects such as technical services duties, tracking statistics, etc. Monitors user and facility needs to ensure an equitable, inclusive, and positive experience for all users. The ability to work evening and Saturday shifts may be required depending on current library needs.

The Aloha Community Library Association is committed to building an equitable and inclusive organization that celebrates diversity and strives to help everyone feel a sense of belonging. ACLA is working to become an anti-racist organization. As a public library, we are committed to defending intellectual freedom and serving everyone. All staff are expected to actively participate in this process and help remove as many barriers to accessing information as possible.

ESSENTIAL FUNCTIONS

- Serve as primary contact for all library visitors by finding library materials, showing visitors how to use the library and its resources, answering questions, and handling all public service related functions.
- Exhibit excellent relationships with library users, volunteers, and fellow employees. Show courtesy, compassion, and respect for all. Demonstrate care in protecting user privacy.
- Register new borrowers and help keep registration and other borrower information current and accurate. Explain library services, rules and policies.
- Handle incoming and outgoing items following established Aloha Community Library and WCCLS policies and procedures.
- Assist users with printing, copying, digital content use, public computers, wireless access, and other technologies.
- Field informational, directional, readers' advisory, and basic reference questions, and refer to other departments when appropriate. Communicate with other libraries when necessary.
- Assist with opening and closing the library following current policies and procedures.

- Receive and count cash, checks, and credit card payments. Assist with balancing daily cash report at closing.
- Keep supervisors and coworkers informed regarding work progress, including present and potential work problems and suggestions for new or improved ways of addressing problems.
- Assist volunteers, paying attention to recognition and appreciation.
- Be informed. Check mailbox, email, Teams, and other communication tools. Attend department meetings and trainings, including on antiracism, diversity, equity, and inclusion. Learn new procedures. Understand emergency procedures and be able to act accordingly.
- Work on special projects assigned by supervisors.

QUALIFICATIONS REQUIRED

- Must be at least 18 years old
- High school diploma or equivalent, preferably with some training beyond high school
- Excellent computer skills related to office work and the ability to provide technology assistance to others
- Enjoy working with community members of all ages and backgrounds in our culturally and economically diverse area
- Enthusiastic and positive approach to public service
- Excellent communication skills, including telephone etiquette
- Experience as a team player
- Self-motivated, adaptable, and problem solver
- Detail oriented
- Basic math skills
- Punctual and dependable to meet the needs of the library

KNOWLEDGE AND ABILITIES

- Ability to work within library ethics, the American Library Association Freedom to Read Statement and Library Bill of Rights, and to enforce the policies of the library
- Previous library experience
- Familiarity with automated library systems, computers, and mobile applications and other technologies used in public libraries, including basic word processing and spreadsheet programs
- Ability to exercise tact, initiative, independent judgment, and confidentiality consistent with library policy
- Ability to deal effectively with distraught and/or difficult individuals
- Ability to productively participate in a team environment

- Ability to communicate effectively, both orally and in writing, and to understand and follow oral and written policies, procedures, and instructions
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines

ESSENTIAL PHYSICAL SKILLS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Subject to change as the needs of the employer and the requirements of the job change.

- Must be able to move from one area to another quickly.
- Must be able to reach arms above head.
- Must be able to kneel, sit, and squat.
- Must be able to alternate between standing, sitting, and walking for up to three hours at a time between breaks.
- Must be able to use both hands, wrists, and arms repetitively.
- Must be able to use eyes, hands, and fingers simultaneously.
- Must be able to push and pull book trucks weighing up to 100 pounds.
- Must be able to lift and carry piles of books weighing up to 25 pounds.
- Must be able to place materials on appropriate shelves. This involves lots of bending, stretching, squatting, and stooping.

ESSENTIAL COGNITIVE SKILLS

- Must be able to communicate effectively in English.
- Must be able to alphabetize using the English language alphabet.
- Must be able to follow written and oral instructions.
- Must be able to use computers and personal devices and provide clear technology assistance instructions to others.
- Must be able to use basic math skills, including being able to sort numerically using whole numbers and decimals.
- Must be able to exercise good judgment.

EQUIPMENT USED

- Computer, laptop, tablet, and other personal devices
- Photocopier
- Printers
- Credit card terminal
- Phone