16.15 JOB TITLE: Public Services Assistant  
DEPARTMENT: Public Services  
REPORTS TO: Head of Public Services

POSITION SUMMARY:  
This non-exempt, part-time position primarily develops and teaches computer classes, assists users in the use of computers, and answers questions at the Information Desk and in the Computer Lab.

Responsibilities and Duties:  
• Provides friendly, courteous and accurate service to all users.  
• Assists the Head of Public Services in the goals and objectives of the department.  
• Teaches technology skills to users.  
• Provides ready reference, readers’ advisory and other assistance to users at the Information Desk.  
• Develops, schedules, presents and evaluates programs for adult users.  
• May maintain statistics as directed by the Head of Public Services.  
• Attends continuing education events.  
• Assists in maintaining an appropriate library atmosphere.  
• May serve on internal library committees.  
• Complies with all library and personnel rules and regulations.  
• Performs other work as assigned.

Knowledge, Skills and Abilities:  
• Possesses good customer service skills.  
• Ability to work with Windows and MacOS computers and devices.  
• Skilled at using Microsoft Office, Apple products, software, the Internet and applications.  
• Intermediate level technology skills to enable teaching and troubleshooting.  
• Ability to work and interact in a friendly yet professional manner with users and other library staff members.  
• Flexibility to adjust to changes in directions and priorities and accept new challenges, responsibilities and assignments.  
• Ability to work independently and carry out written and oral instructions.  
• Ability to work effectively on a team.  
• Ability to communicate effectively, both in writing and verbally.  
• Ability to work the hours needed to complete the responsibilities of a Public Services Assistant.  
• Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.
Qualifications:

- Associate degree or above in relevant field such as teaching and/or technology.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.