

**CITY OF GLENDALE**

**TITLE: Public Service Assistant CLASS CODE: 407**

**REPORTS TO: Library Assistant III or GRADE: 14**  
**Library Operations Supervisor**

**DEPARTMENT: Library FLSA: N**

**JOB SPECIFICATION DATE: August 4, 2009 cm**

**JOB SUMMARY**

Performs a variety of technical and clerical library customer service duties at the circulation desk related to such activities as circulation, collecting fines, and assisting patrons in person and over the telephone. This is an entry-level classification.

**ESSENTIAL FUNCTIONS**

1. Checks library materials in and out; evaluates condition of materials returned; sensitizes and desensitizes materials.
2. Registers patrons and updates registration information using on-line circulation system.
3. Verifies residency status and maintains records of library cardholders.
4. Explains and enforces library policies with patrons.
5. Collects and adjusts fines for overdue, lost or damaged materials and calls patrons for holds.
6. Assists patrons in person or on the telephone regarding library information, library materials or services, and refers them to the appropriate sources of information. Also provides operator assistance for voice mail reverts.
7. Participates in the training of library pages and volunteer staff in work related to circulation.
8. Assists patrons with print management system, basic maintenance of computer peripherals, software/hardware and public network.
9. Provides general and department specific information to the public and to city employees.
10. Orients patrons to the library by informing them of services available and the location of materials.
11. Locates, pulls, and processes library materials requested by library patrons.
12. Assists patrons with locating books and other materials or use of library equipment
13. Responds to telephone inquiries
14. Collects overdue fines and processes lost book payments
15. Processes damaged items and prepares associated bills
16. Searches shelves for items claimed returned
17. Works in a safe manner and reports unsafe activity and conditions

**SECONDARY FUNCTIONS**

18. Performs other related duties as required.

**KNOWLEDGE, SKILLS, ABILITIES**

**Knowledge of:**

- Library policies and procedures
- Automated library systems
- Cash handling procedures
- Self-Checkout procedures

**Skill in:**

Use of personal computers, computer applications and automated library systems  
Typing at a speed necessary for successful job performance  
Customer service

**Ability to:**

Listen to, comprehend and respond to patron requests  
Provide information regarding the library and its services  
Operate library equipment such as laminators, copiers, spiral machine, poster makers, and other specialized equipment  
Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines  
Operate a personal computer using program applications appropriate to assigned duties  
Clean and monitor computer equipment such as headphones, mice, batteries, etc.  
Monitor computer usage  
Troubleshoot minor hardware and software problems  
Monitor various printer supplies  
Assist in the configuration of basic types of computer hardware and peripherals  
Assist with inventory of computer equipment and software  
Assist reference and youth staff with maintenance and special projects  
Communicate effectively both orally, in writing, and over the telephone with the public and other employees  
Comprehend written work instructions and sort and catalog a variety of books, written documents, and materials  
Sit at a computer for long periods of time  
Lift up to 20 pounds and maneuver heavy book carts  
Work safely in a library environment

**WORKING CONDITIONS**

Work is performed at a library circulation desk with the employee expected to repetitively lift and move library books and stand for long periods of time with exposure to potentially hostile persons or situations. The employee is occasionally required to climb, balance, stoop and crouch.

**MINIMUM QUALIFICATIONS**

One year of customer service and library work experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

**SPECIAL REQUIREMENTS**

Will be required to work evenings, weekends and holidays