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## **TITLE: Public Services Library Assistant**

### **GENERAL DESCRIPTION:**

Provides excellent library public service by assisting users with finding, borrowing and placing materials on hold. Helps resolve user account and access issues. Assists users with library computers, self-service options, wireless access, printing, copying and other technologies. Helps library users access digital content on library and personal devices.

Serves proactively as the primary public service provider. Monitors user and facility needs to ensure an equitable, inclusive and positive experience for all users.

When not directly assisting users, may assist with registration, checkout, check-in, shelving, telephone, and email inquiries, collections maintenance, and other projects.

Reports to Head of Cedar Mill Public Services.

### **ESSENTIAL FUNCTIONS:**

1. Serve as primary public contact for all library users. This includes finding library materials, showing visitors how to use the library and its resources, answering questions, and handling all circulation related functions.
2. Exhibit excellent relationships with library users, volunteers and fellow employees. Show courtesy, compassion, respect and diligence in protecting user privacy.
3. Use the WCCLS automated system and keep abreast of all changes in these areas. Demonstrate use of WCCLS catalog and other interfaces to users.
4. Register new borrowers and help keep registration and other borrower information current and accurate. Explain library services, rules and policies.
5. Handle incoming and outgoing items, following established Cedar Mill & Bethany Community Libraries and WCCLS policies and procedures.
6. Assist users with self-service options including check-out, printing, copying, digital content use, wireless access and other technologies.
7. Field informational, directional, readers' advisory and basic reference questions and refer to others in library when appropriate. Communicate with other libraries when necessary.
8. Assist with opening and closing the library, following current policies and procedures.
9. Assist volunteers, paying particular attention to recognition and appreciation.

10. Be informed. Check mailbox, e-mail, and other communication tools. Attend department meetings and trainings. Keep abreast of new procedures. Understand emergency procedures and be able to act accordingly.
11. Work on special projects as assigned by supervisor.

### **ESSENTIAL PHYSICAL SKILLS**

1. Must be able to move from one area to another quickly.
2. Must be able to reach arms above head.
3. Must be able to kneel, sit and squat.
4. Must be able to stand for up to six hours at a time.
5. Must be able to use both hands, wrists and arms repetitively.
6. Must be able to use eyes, hands and fingers simultaneously.
7. Must be able to push and pull book trucks weighing up to 100 pounds.
8. Must be able to lift and carry piles of books weighing up to 25 pounds.
9. Must be able to place materials on appropriate shelves. This involves lots of bending, stretching, squatting and stooping.

### **ESSENTIAL COGNITIVE SKILLS**

1. Must be able to communicate effectively in English.
2. Must be able to alphabetize using the English language alphabet.
3. Must be able to follow written and oral instructions.
4. Must be able to use basic math skills, including being able to sort numerically using whole numbers and decimals.
5. Must be able to exercise good judgment. Must be able to read and interpret information.

### **EQUIPMENT USED**

1. Computer, laptop and tablet and peripherals.
2. Cash register and credit card terminal.
3. Phone.

### **QUALIFICATIONS REQUIRED:**

1. Bachelor's degree or equivalent experience.
2. Demonstrated ability to work well with public of all ages and backgrounds.
3. Enthusiastic and positive approach to public service.
4. Excellent communication skills, including telephone etiquette.
5. Experience as a team player.
6. Self-motivated, adaptable and problem solver.
7. Detail oriented.
8. Computer skills related to office work.
9. Basic math skills.

### **DESIRED SKILLS**

1. Previous library experience.
2. Familiarity with automated library systems, personal computer and mobile applications and other appropriate technologies used in public libraries.
3. Enjoyment of a variety of tasks.
4. Enjoyment of multi-tasking.
5. Familiarity with library collections.
6. Language skills in addition to English.

3/2021