



CITY OF GARDEN CITY

CLASS SPECIFICATION

PUBLIC SERVICES ASSISTANT I

Reports To: Public Services Supervisor

Department: Library

Established: 3/2012

FLSA Designation: Non-Exempt

Revised: 9/2020

Pay Grade: 3

Summary

This position will perform a wide variety of clerical library work related to such activities as circulation, organizing patron holds, shelving, and providing excellent customer service. Latitude is granted for the exercise of independent judgment and initiative.

Essential Duties and Responsibilities

- Assists patrons in person and on the phone, answering inquiries and providing information and directions;
- Assists patrons in using Public Access Computers (PAC) terminals and photocopier;
- Assists patrons in finding library materials, and answers directional and basic information questions;
- Handles initial patron complaints;
- Provides direct service to patrons by checking books and materials out and in and sorts for delivery to consortium libraries;
- Places, removes, and processes incoming transit holds and notifies patrons regarding these holds;
- Issues and renews library cards;
- Collects fines, fees and photocopy/fax payments;
- Assists in notifying patrons of overdue or lost items;
- Processes hold reports, pulls hold items from shelves, and sorts items in courier boxes;
- Shifts collection materials;
- Searches shelves for lost, missing, and “claims returned” items;
- Sorts, shelves and maintains proper order of books and other library media;
- Shelf reads collection materials;
- Keeps required statistics;
- Empties the book drop;
- Assists in opening and closing procedures;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Other Duties and Responsibilities

- Performs other duties as required.



CITY OF GARDEN CITY

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Acceptable Experience and Training

- High school diploma or GED equivalency is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Knowledge, Skills and Abilities

Knowledge of:

- Fundamental library principles, objectives, methods, materials, and practices;
- Library circulation operations, including automated circulation systems;
- English grammar, spelling, and punctuation;
- Operation of standard office equipment, a computer, and job-related software;
- Operation of specialized library computer systems;
- General office skills;
- Customer service techniques and objectives;
- Current office practices and procedures.

Ability to:

- Provide excellent customer service;
- Communicate effectively with the public and other employees;
- Follow written and oral instructions;
- Listen to and comprehend patron requests;
- Learn and apply City library policies and procedures;
- Establish and maintain effective communication and working relationships with co-workers, other city employees and the general public;
- Operate a computer system used for circulating books and library materials;
- Operate standard office equipment;
- Operate a computer using program applications appropriate to assigned duties;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Work a flexible schedule.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively on the telephone and in person, and to hear sounds within the normal range of conversation;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and sort and catalog a variety of books, written documents, and materials;



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- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, computer equipment, and other specialized library equipment;
- Sufficient personal mobility, flexibility, stamina, and agility, with or without reasonable accommodation, which permits the employee to lift and move up to 35 pounds, stand or sit for extended periods of time, maneuver heavy book carts, and to work in a library environment.
- Jobs in this class require performing repetitive hand movement in gripping, fingering, and hand/wrist/arm movements. Related job tasks may require walking, standing, sitting, lifting, stooping, squatting, kneeling, bending, crouching, pushing, grasping, and reaching.