



LPLD Job Description—Public Service Assistant

Revised 12.2025

Position/Title:	Public Service Assistant	Reports to:	Branch Manager
Department:	North Dearborn Branch	Supervises:	none
Pay Grade:	5	FSLA Status:	Non-exempt
FT/PT:	Part time; 20-24 Hours	Hourly/Salaried:	Hourly
Minimum Education/Certificate Required: High School Diploma			

Position Summary: Provides frontline services of welcoming, informing, directing, and assisting all library patrons in the use of library services, materials, and programs. Serves as a first resource for community engagement. Participates in department and library initiatives.

Essential Functions (Duties, Tasks, Responsibilities):

- Welcome patrons and respond to their needs
- Engage in positive rapport with patrons and ensure their visit is satisfactory
- Charge materials in and out, responding to special requests and abnormalities
- Register patrons for library cards and inform them of services
- Assist patrons with locating library materials, resources, and spaces
- Assess patron digital needs and assist or refer to another staff person
- Participate in departmental initiatives and goals as outlined by supervisor
- Follow organizational policies, initiatives, and direction
- Communicate frequently with supervisor
- Participate in shelving materials
- Respond to inquiries received via telephone, email, or text
- Complete tasks assigned by supervisor
- Actively promote LPLD programs and services
- Assist in LPLD programs and services as needed

Secondary Functions:

- Attend appropriate professional and organizational meetings, workshops, and conferences
- Plan and implement appropriate displays
- Participate in system-wide initiatives through committees or
- Other duties as assigned

Essential Knowledge, Skills, Abilities needed:

- Exceptional customer service, both internal and external, with diverse persons
- Online searching and Microsoft Office competence
- High emotional intelligence
- Excellent communication skills, verbal and written
- Attention to detail
- Ability to multi-task
- Experience with Integrated Library Systems preferred

Education: College degree/credit preferred

Working Conditions (Physical Environment/Expectations, Culture, Benefits):

- Work independently, with the public, and with other staff
- Standing, sitting, walking, bending, stooping, hearing, talking, and lifting are required. High degree of mobility and agility. Must be able to lift boxes weighing up to 40 pounds.
- Team atmosphere, best practices, high values/character
- Community engagement priority
- Competitive wage; some benefits
- Schedule includes a variety of hours and days, at least one evening a week and some Saturdays.

Compensation: \$13.00