



LPLD Job Description

Revised 09.2025

Position/Title: Public Services Assistant	Reports to: Customer Service Supervisor
Department: Adult Services	Supervises: None
Pay Grade: 5	FLSA Status: Non-Exempt
FT/PT: Part-Time (16 Hours)	Hourly/Salaried: Hourly
Minimum Education/Certification Required: High School Diploma or HSE	

Position Summary:

Welcome all patrons and assist in the use of library services, materials, and programs. Serve as a first resource for community engagement for the library.

Essential Functions (Duties, Tasks, Responsibilities):

- Welcome patrons and respond to their needs, ensuring their visits are satisfactory
- Check materials in and out, responding to special requests and issues as they arise
- Register patrons for library cards and inform them of library services
- Assist patrons with locating materials, resources, and spaces
- Assist patrons with computer and other technology needs
- Assess patron information needs received through various means of communication and assist or refer to another staff member
- Participate in departmental initiatives and goals as outlined by Customer Service Supervisor
- Implement library policies and initiatives
- Assist in maintaining order of collection through shelving materials, shelf reading, and other clerical duties
- Actively promote LPLD programs and services
- Plan and implement appropriate displays
- May train for expanded services
- Other duties as assigned

Essential Knowledge, Skills, Abilities needed:

- Exceptional customer service, both internal and external, with diverse persons
- General computer, tech, and Internet literacy (including MS Windows, Office, etc.)
- Effective communication skills with patrons, library staff, and management
- Attention to detail
- Ability to multi-task and work efficiently regardless of interruption

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

- Work independently, with the public, and with other staff
- Move through facilities while reaching, bending, and kneeling to retrieve library materials for 4- to 8-hour shifts
- Lift up to 50 pounds
- Team atmosphere
- Variety of hours including evenings and weekends
- Competitive benefits package

Compensation: \$13.00 per hour