



## **Public Services Assistant**

Part-Time- 20-25 hours per week; requires days, evenings, and at least one Saturday per month

Salary range for this position is: \$11-\$17 (dependent upon experience)

The Middlebury Community Public Library seeks a Public Services Assistant. The position is part of the team that staffs the public information desk, as well as performs additional tasks as needed.

### **Essential functions:**

- Provide public desk services, including, but not limited to:
  - Check in/check out materials
  - Renew materials
  - Place holds
  - Assist with library card applications
  - Assist patrons with catalog searches for print, audiovisual, and digital resources using the TLC online catalog
- Answer patrons questions about the Library's public computers, printing, faxing, copying, and other library services
- Shelve books, magazines, and audio/visual items as needed
- Handle cash and point of sales machine
- Other duties as assigned

### **Education/Experience**

- Some college preferred, but not required
- High school diploma, or equivalency is required
- Able work days, nights, and at least one Saturday per month
- Proven customer service experience
- Excellent communication skills, phone etiquette, and fluency in English
- Ability to work with a diverse library patron population
- Ability to work independently and with other staff as necessary
- Detail oriented, with strong problem-solving skills
- Ability to perform some minor physical labor, including:
  - Lifting boxes of books
  - Pushing book carts
  - Bending and stooping