



Job Posting: Full-Time Associate, Public Services (1 opening)

Schedule/Salary: 40 hours per week at \$10.00 per hour, with benefits package. Schedule requires primarily day, and some evening and weekend hours.

Summary of Duties:

- Provide excellent customer service; represent the library in a courteous, friendly and effective manner - whether in person, on the phone, or via email.
- Greet patrons and assist in the use of library services through registering new patrons, providing an orientation on the use of the library, assisting patrons with checking materials in and out, maintaining patron accounts, and resolving customer service issues.
- Assist patrons with selecting, finding and retrieving library materials. Assist patrons in the use of library equipment and services including the library catalog, online resources, the Internet, public computers and printers, and other library equipment. Troubleshoot as needed.
- Collection maintenance tasks including sorting, shelving, shelf reading, and shifting.
- Contribute to a welcoming environment for staff and patrons by keeping a neat workspace, straightening / filling displays, and cleaning of library materials and areas.
- May create, schedule, prepare and implement library-oriented programs, go on school visits, and lead group tours. Other duties may include scheduling use of library meeting rooms, and other clerical/related duties as assigned.

Qualifications:

- High School diploma or equivalent; college degree desired.
- Prior customer service experience.
- Excellent customer service, computer, communication and interpersonal skills. Must be able to hear, read, write, speak, and understand English effectively.
- General knowledge of library and library materials.
- Must be able to operate library equipment such as copiers, computers, printers, fax machines, cash register, and scanners. Ability to use a computer for extended periods.
- Must have sufficient dexterity and visual acuity to meet job requirement. Ability to stand for extended periods of time. Ability to retrieve library materials which may include stretching, crouching, stooping, using a short stool and lifting up to 50 pounds.
- Ability to work a flexible schedule. Regular and predictable physical attendance is required.
- Valid Ohio drivers' license, proof of insurance and reliable transportation.

To Apply:

- Email resumes to publicservices@ashland.lib.oh.us with the subject line "F/T Public Services Associate".
- Applications are accepted until the opening is filled.