Charles County Public Library

Open date: December 11, 2019  Close date: December 20, 2019  Locations: La Plata Branch  DISTRIBUTION: Internal & External

ISSUED BY: Marina Turner, Human Resources Associate

SUBJECT: Public Service Associate Position - Part Time

Grade 9: $21.35 (hourly)  Part-time Non-Exempt; (without LATI)  20 hours/week

Grade 10: $23.07 (hourly)  Part-time Non-Exempt; (with LATI)  20 hours/week

Schedule: Will include morning, afternoon, evening and Saturday shifts.

Charles County Public Library is seeking an individual who is passionate about public service, serving their community, and values excellent internal and external customer service. The Public Service Associate performs a variety of duties under the direction of the Assistant Branch Manager; provides basic reference and reader’s advisory services; assists/instructs customers in the use of library equipment and computers; performs circulation tasks; assists Programming Coordinator in planning and conducting a variety of programs and special events; makes suggestions for purchase of new materials; assists with overall maintenance of library collections, and performs routine administrative work as necessary.

Duties:

1. Provides a consistently high level of service to others by assisting with requests, or locating appropriate resources for the request.
2. Provides reference and reader’s advisory assistance to customers in person, by phone, and online.
3. Plans and conducts or contributes to a variety of programs and special events.
4. Provides technology assistance (including downloadable media) and trouble-shooting for customers and staff.
5. Maintains confidentiality of customers and their personal information.
6. Performs circulation tasks including shelving, checkouts, issuing cards, renewals, and holds.
7. Makes recommendations and contributes to the development and maintenance of the collection.
8. Creates displays and makes suggestions for interactive learning, engagement, and development activities.
9. Monitors and maintains meeting room reservation system. Upholds policies detailed in the CCPL meeting room regulations.
10. May act as a liaison between the library and its partners. Ensures proper communication and collaboration with other departments to maintain successful partnerships.
11. Assists with processing of new and repair of pre-existing items in the branch.
12. May provide passport processing services.
13. Serves as Librarian-in-Charge when necessary.
14. Works with signage and digital signage.
15. May prepare flyers or other publicity in conjunction with the Marketing Department.
16. Organizes and maintains the periodical and newspaper collections.
17. Shares knowledge gained in workshops, conferences, etc. with co-workers through presentations and/or training sessions.
18. Maintains records and statistics as required.
19. Works at different locations throughout the CCPL system as needed.
20. Attends meetings and participates in committees and organizations that further the Library’s mission and goals.
21. Professionally represents the library at community and organizational events that further the Library’s missions and goals.
22. Fulfills Continuing Education requirements and stays current with Library developments.
23. Performs other duties as assigned.

Requirements:

1. Bachelor’s Degree.
2. One year of relevant customer service experience.
3. Library Associate Certificate (LATI) or equivalent must be acquired within two years of hire.

Application Process

Interested current Charles County Public Library staff should submit a Request for Transfer/Promotion found on the Extranet, Resume and Cover Letter to: Human Resources via email by the closing date. External candidates should send application, resume and cover letter to Human Resources via email to hr@ccplonline.org or send to the address below. Applications can be found on the Library’s website at www.ccplonline.org.

2 Garrett Ave.
La Plata, MD 20646
ATTN: Marina Turner, HR

Note: Due to the high volume of applications we receive, we are unable to provide status updates. Each application is carefully reviewed. If you are selected for a phone or in person interview, you will be contacted directly by the Human Resources Department. Incomplete applications and documents will not be considered.
Charles County Public Library is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, ancestry, age, disability, genetic information, veterans' status or disabled veterans' status. Reasonable accommodations will be considered.