

	<b>Charles County Public Library</b>		
	<b>Open date: May 1, 2019</b> <b>Close date: Until Filled</b>	<b>Locations:</b> All Branches	<b>DISTRIBUTION:</b> Internal & External
	<b>ISSUED BY:</b> Marina Turner, Human Resources Associate		
	<b>SUBJECT:</b> SUBSTITUTE Public Service Associate Position		

**Grade 9:** \$21.35 (hourly)

**Grade 10:** \$23.07 (hourly)

**Schedule: As needed. Subs are needed for morning, evening, and/ or Saturday shifts.**

Charles County Public Library is seeking a customer service oriented professional to serve as a Substitute Public Service Associate to perform a variety of duties under the direction of the Reference Supervisor or Librarian in Charge; 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 reference and reader’s advisory assistance to customers in person, by phone, and online.
2. Provides technology assistance (including downloadable media) assistance and trouble-shooting to customers and staff.
3. Performs circulation tasks including checkouts, issuing cards, renewals, holds.
4. Assists with updating library social media and website content.
5. Contributes to the collection maintenance of the branch.
6. Develops and maintains displays.
7. Monitors and maintains meeting room reservation system.
8. Plans and conducts or assists with a variety of programs and special events.
9. Assists with processing of new and repair of pre-existing items in the branch.
10. Attends meetings and participates in committees and organizations that further the Library’s mission and goals.
11. Works with signage and digital signage.

12. Creates, distributes, and maintains program flyers for the branch.
13. Organizes and maintains the periodical and newspaper collections.
14. Shares knowledge gained in workshops, conferences, etc. with co-workers through presentations and/or training sessions.
15. Maintains records and statistics as required.
16. Professionally represents the library at community and organizational events that further the Library's missions and goals.
17. Keeps abreast of library developments by attending workshops and educational programs and reading periodicals and or specialized literature.
18. Performs other duties as assigned.

### **Requirements:**

1. BA/BS Degree required.
2. Grade 9 is without the Library Associate Certificate.
3. 1 year of customer service experience.

### **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](mailto:hr@ccplonline.org) or send to the address below. Applications can be found on the Library's website at [www.ccplonline.org](http://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, age, disability, genetic information, veterans' status or disabled veterans' status. Reasonable accommodations will be considered.*