

Whatcom County Library System

JOB DESCRIPTION

Public Services Assistant - Cultural Liaison
Pay Level: 8

Department: Public Services
Reports To: Branch Manager
Date: July 2020

Job Summary: Assists patrons at library branches and on the bookmobile by providing a high level of customer service in a complete range of patron services including reference and readers' advisory services; develops and maintains connections with patrons, organizations, and others with a focus on a designated community; performs other duties as assigned.

Essential Functions:

1. Collaborates with branch manager and other departments to develop outreach and programming with a focus on meeting the needs of designated community;
2. Acts as a liaison, building and maintaining professional relationships with patrons and surrounding organizations;
3. Listens to and solicits direct feedback from designated community to increase and improve library services;
4. Informs branch manager about where WLCS policies and procedures may be a barrier to service;
5. Provides thorough, respectful, culturally appropriate reference and reader's advisory assistance to designated community; establishes and maintains a safe and welcoming environment for them; supports their development into comfortable, confident, avid library users;
6. Provides readers' advisory, reference, requests, patron registration, check-in and check-out services and assistance to all library patrons;
7. Explains library policies and procedures to patrons, and resolves related questions and concerns; Assists patrons with the computer catalog, internet use, reference sources, indexes, etc.;
8. May perform circulation tasks including reconciling the cash drawer; processing patron holds, pulling materials which are requested or on a pull list;
9. Ensures that the building is safe and secure and that it is opened and closed on time;
10. Conducts minor maintenance and repair to building fixtures and library equipment;
11. May take on overall responsibility for the smooth operation of the branch, including the security of the building, whenever the branch manager is absent;
12. Works on improving customer service and other skills by attending relevant training;
13. Substitutes for other PSA employees as available and requested;
14. May:
 - Create displays to decorate the children's and teen areas and highlight recommended reading programs or interesting areas of the collection;
 - Host children's programs; present preschool storytimes; speak to school groups; conduct tours of the library; or take part in other youth services activities;
 - Recruit volunteers for specific projects; supervise volunteers during projects; arrange for publicity and recognition for volunteers;
 - Act as contact person and supervisor for community service workers;
 - Develop knowledge of and contacts with local government, schools, and organizations;
 - Assist with training pages;
 - Serve as local technology expert;
15. Keeps abreast of library developments by attending workshops and educational programs, reading periodicals and specialized literature;

16. Participates in meetings and various committees;
 17. Maintains thorough knowledge of current WCLS projects, policies, procedures, and practices via appropriate channels including e-mail and intranet; and
 18. Performs other duties as assigned.
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Required Knowledge, Skills, and Abilities:

1. Ability to gain thorough knowledge of Whatcom County Library System's policies and procedures;
 2. Ability to uphold the Whatcom County Library System's commitment to intellectual freedom, as described in the American Library Association's "Library Bill of Rights" and "Freedom to Read Statement," and the Washington Library Association's "Intellectual Freedom Statement";
 3. Ability to act as a representative of Whatcom County Library System to the public;
 4. Ability to master the integrated library system procedures and explain to staff and patrons;
 5. Ability to provide circulation, reference and readers advisory services;
 6. Knowledge of and experience with the customs, traditions, and values of the designated community;
 7. Ability to communicate fluently in the language of the designated community where appropriate;
 8. Ability to establish priorities and organize workload;
 9. Ability to maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public;
 10. Ability to maintain a pleasant and productive working atmosphere;
 11. Ability to keep all relevant parties informed of all major issues and programs and to recommend changes as appropriate;
 12. Ability to communicate effectively and appropriately with people from diverse backgrounds;
 13. Ability to work with diverse staff in order to accomplish library and department goals and objectives;
 14. Ability to establish and maintain effective working relationships with other professionals and the general public;
 15. Knowledge of reference resources (print and electronic) and the ability to conduct effective reference and reader's advisory interviews; and
 16. Ability to operate relevant computer systems, including hardware and software, and office machines.
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Education and Experience:

1. Three years relevant experience; or
 2. Associates degree and one year of relevant experience; or
 3. Equivalent combination of technical training, education, and/or experience.
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Physical and Environmental Conditions:

Work requires occasional strenuous effort. For example, handling of moderately heavy boxes, materials, and equipment of 20 to 40 pounds and/or continual standing or walking 85% of the time.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.