



Position Available at the Akron-Summit County Public Library

ABOUT THE LIBRARY

Since 1874, the Akron-Summit County Public Library (ASCPL) has been an essential community asset. We've been recognized nationally as one of the finest public libraries in the United States due to our excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

We offer a comprehensive benefits package, including paid vacation and sick leave, 11 paid holidays, voluntary benefits (health, dental, and vision), ASCPL-provided life insurance, and retirement through the Ohio Public Employees Retirement System (OPERS).

DUTIES & RESPONSIBILITIES:

The ASCPL is hiring a full-time (37.5 hours per week, including evenings, Saturdays, and Sundays) Public Service Assistant II (PSA II) at the North Hill Branch to support our Mission Statement to provide resources for learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life.

The PSA II works at least 75% of the workday at the public service desk interacting with customers and coworkers and:

- Greets customers in a friendly and accessible manner.
- Assists customers in the selection and use of Library materials.
- Understands, analyzes, and assists with answering varied reference questions by supplying information well-suited to the user, which could include directing customers to other divisions, agencies, or resources for additional help.
- Assists customers in using Library technology, including the internet and Library databases and offering instruction.
- Interprets the Library's policies and procedures to the public in a customer-responsive manner.
- Addresses problem situations and maintains order as needed.
- Performs clerical duties and maintains supply stock and orders supplies.
- Performs standard Library routines, including circulation, delivery, and service desk coverage.
- Processes, sorts, shelves, and merchandises Library materials.
- Performs opening and closing routines.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Required: High school diploma or equivalent with some college coursework or Associate's degree. Knowledge of customer interests related to Library materials, programs, and services. Knowledge of the principles of intellectual freedom as they apply to public libraries. Skill in customer service. Ability to arrange materials in alphabetical and numerical order. Ability to use a computer and job-related software or systems applicable to the essential functions of the job. Ability to lift light objects (less than 25 pounds) and carry them short distances (50 feet or less) and push Library materials carts up to 200 pounds. Ability to pass criminal background and education verification check screenings.

Preferred: Bachelor's degree. Library work experience.

THE AKRON-SUMMIT COUNTY PUBLIC LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER