



**Henderson County Public Library  
Public Services Associate  
Job Description**

**Job Summary:**

The Public Services Associate plays a vital role in delivering exceptional library services by providing direct support to patrons in a variety of areas, including reference assistance, reader's advisory, circulation tasks, and basic technology help. This position also contributes to the library's genealogy and local history services by assisting patrons with research and supporting the development and promotion of relevant resources.

In addition to daily patron services, the Public Services Associate actively supports the planning and execution of library programs, fostering community engagement and promoting a culture of learning. The position requires excellent interpersonal skills, attention to detail, and a proactive approach to problem-solving. This position is responsible for ensuring excellent customer service and reflects the library's mission, vision, and values, with a strong emphasis on equity, access, and lifelong learning.

**Specific Duties and Responsibilities:**

- Provide reference and reader's advisory to patrons in person, by phone, and electronically, helping them locate information, resources, and materials that meet their needs.
- Provide information on library activities, facilities, policies, and services to the public.
- Perform circulation duties as needed, including checking materials in/out, issuing library cards and resolving account issues.
- Contribute to the development, planning, delivery, and evaluation of library programs, activities, and events, primarily for adult audiences.
- Assist other team members in supporting programs and events for all ages, including children, teens, and families, through preparation, setup, and staffing support as needed.
- Maintain a welcoming, organized, and safe public service area; monitor patron behavior and enforce library policies in a respectful and professional manner.
- Support patrons with genealogy and local history research, including the use of print and digital resources, microfilm, and local archives.
- Provide general information and guidance related to the library's passport services.
- Stay informed about current trends, best practices, and emerging needs in public libraries.

**General Duties and Responsibilities:**

- Provide high-quality professional services to patrons and staff.
- Promote a welcoming, inclusive, and informed environment for all library users.

- Communicate clearly and effectively, both verbally and in writing.
- Prepare reports and recommendations for the Public Services Manager.
- Comfortable with public speaking, program facilitation, and outreach.
- Crosstrain and support colleagues in other library roles as needed.
- Maintain the confidentiality of library users and records.
- Ability to work independently and collaboratively in a team-focused environment.
- Attend professional meetings and conferences to keep up with the latest trends and advances in libraries; maintain an awareness of new technologies that help support our mission and values.
- Perform other duties as assigned.

#### **Education and Experience Requirements:**

- Associate's degree or combination of some post-secondary education and/or work experience required. Bachelor's degree preferred.
- Public library experience preferred, not required.
- Working knowledge of computers, integrated library systems, and current library technologies.

#### **Specific Knowledge, Skills, and Abilities:**

- Knowledge of library principles and practices, including reference services, readers advisory, circulation procedures.
- Broad knowledge of popular authors, titles, and genres for children, teens, and adults.
- Proficiency with integrated library systems (ILS) and online public access catalogs.
- Comfortable with technology and digital literacy, including assisting patrons with computers, mobile devices, printing, scanning, faxing, and using online resources.
- Skilled in conducting engaging programs and workshops for diverse ages, groups, and interests.
- Ability to work effectively with community partners.
- Strong interpersonal and communication skills, with a proven ability to provide outstanding customer service to both patrons and colleagues.
- Ability to work independently and part of a team.
- General knowledge and understanding of genealogy and local history research methods.
- Skilled in interpreting and enforcing library policies in a fair and professional manner.

#### **General Knowledge, Skills, and Abilities:**

- Strong organizational skills, including the ability to set priorities, use time effectively, work independently and meet deadlines.
- Ability to multi-task, create acceptable products by strict deadlines, and work effectively with a variety of people and situations.
- Ability to pay close attention to details and concentrate on work with frequent interruptions.
- Flexible, adaptable, and ability to flourish in a changing environment.

**Physical Requirements:**

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus. The employee is regularly required to stand, sit, walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee must occasionally climb or balance and stoop, kneel, crouch, or crawl.

**Work Schedule:**

This position is available either full-time or part-time.

- Full-Time: Requires 40 hours per week.
- Part-Time: Requires 20 hours per week.

Varied schedules may include mornings, afternoons, evenings, and weekends in various departments. Dependability and diligent attendance are required for both full-time and part-time roles.

**Special Requirements:**

Requires the appropriate certification from the Kentucky Board of Certification of Librarians.

**Supervisor:**

Public Services Manager and Executive Director