

**PANOLA COLLEGE  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	Public Services Assistant	<b>FLSA status:</b>	Non-Exempt
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<b>DEPARTMENT:</b>	Library	<b>REPORTS TO:</b>	Director of Library Services
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**Position summary:** Under direct supervision, the Public Services Assistant is a pre-professional position that will provide library and research services to the institution. This position shall perform routine general library work and will acquire proficiency in several specialized areas of library work and may also work on special projects as assigned by the Director of Library Services.

**Position responsibilities:**

- Provides front-line library services in response to the information and material needs of diverse library users.
- Provides circulation and research/reference assistance via virtual and in-person modes.
- Assists with inter-library loan and reserves processing.
- Troubleshoots basic computer, printer and technical issues.
- Maintains library collections and upholds library policies.
- Maintains social media for library activities and events.
- Maintains statistics and records of Information Desk activity.
- Supervises student workers when necessary.
- Opens and closes the library as necessary.
- Performs other duties as assigned.

**Minimum Position Requirements:**

- Associate's degree with clerical experience required, preferably in a library; enrollment in a library program preferred; demonstrated interest in all aspects of public services within an academic library; strong database and web search skills, demonstrated through coursework or related experience required; ability to prioritize and address multiple access and reference duties; keen interest and demonstrated ability in providing research support and teaching information literacy skills to diverse populations.

**Knowledge, Skills, and Abilities Required:**

- Gain an understanding of typical academic library operations and services.
- Learn to apply professional and ethical responsibility.
- Enhance communication and interpersonal skills in deploying library services.
- Develop the skills and disposition necessary for providing student-centered research support services.
- Learn underlying principles of interlibrary loan and other access services including information literacy instruction that support academic research and inquiry.
- Develop the soft skills, such as communication, initiative, curiosity, problem-solving, independence, understanding, and the means to deal with mistakes, necessary for professional growth.
- Strong interpersonal and communication skills.
- Ability to foster a cooperative work environment.
- Ability to deal with employees, students, and the public in a courteous manner.
- Ability to make decisions of other than a routine nature in order to meet controlling conditions.
- Dependability and reliability are crucial.
- Knowledge of computerized circulation system.
- Ability to assist all patrons in using personal computers and products on local area network.

**Physical Demands and Work Environment:**

- Work is normally performed in a typical interior/office work environment.
- Will be responsible for moving and setting up equipment when required.
- Physical effort required with the employee occasionally lifting and/or moving up to 50 pounds.
- No or very limited exposure to physical risk.
- Some travel required.