

Library/Museum Job Family: Public Service Assistant Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

Library Public Services work focuses on educational engagement and relationship-building through reference, instruction, and outreach. Reference services involve identifying patron needs and connecting them with appropriate resources, referrals, or research support. Instructional support includes participating in library tours, orientations, or developing research guides to enhance users’ information literacy. Outreach efforts aim to build connections through tailored events and programs, but do not encompass responsibilities related to marketing, branding, or strategic messaging.

GENERIC JOB PROFILE SUMMARIES

Responsibility Category	Public Services Assistant III INDIVIDUAL CONTRIBUTOR Band C	Public Services Assistant IV INDIVIDUAL CONTRIBUTOR Band D	Public Services Assistant V INDIVIDUAL CONTRIBUTOR Band E
Reference Services	Provide patrons with reference service, handling initial reference inquiries which require judgment and knowledge of specialized reference tools. Refer questions to appropriate reference personnel as needed. Perform simple and moderately complex bibliographic verifications by searching local/national databases or various print resources. Provide basic information services; determine when follow-up action is needed. Handle routine problems with copiers, faxes, printers, etc. Monitor effectiveness of policies and procedures; suggest alternatives as needed.	Perform complex subject searches which require knowledge of a second language or subject expertise, using specialized databases or a variety of print and electronic resources. Perform and/or coordinate a wide range of reference service activities, serving as a major resource in establishing policies and procedures. Provide information services; determine when follow-up action is needed. Handle complex problems with copiers, faxes, printers, etc. Resolve complex problems; regularly participate in setting policy and determining operating procedures. Provide reference assistance, which often requires judgment,	Provide research assistance using multiple languages, in-depth specialized subject expertise, multiple databases and a variety of print and electronic resources. Perform and/or coordinate a wide range of reference service activities, serving as a major resource in establishing policies and procedures. Ensure high level of public services by enforcing and evaluating library procedures and policies. Provide considerable input on setting policies. Suggest changes to improve service and add to workflow efficiency. Provide high-level reference services, including instructing users in developing research strategies and the use of print and

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	Conduct reference interview.	using a broad general knowledge of collections or specific subject knowledge.	electronic resources.
Supervision	Provide guidance to staff on specific tasks/projects. Functional oversight of student assistants working the same shift, including training and providing performance feedback to the student’s supervisor.	Act as team lead for staff on select tasks/projects. Supervise student assistants, including hiring, scheduling, training, performance management, and discipline.	Provide day-to-day supervision to employees within the department, including hiring, scheduling, training, performance management, and discipline. May cross different work shifts.
Area of Expertise	Perform basic and moderately complex electronic or print searches to verify information.		

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	PUBLIC SERVICES ASSISTANT III, BAND C	PUBLIC SERVICES ASSISTANT IV, BAND D	PUBLIC SERVICES ASSISTANT V, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associates degree and up to 2 years customer service experience or equivalent combination	Associates degree and 2-4 years customer service experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination