

Patron Services Assistant

Summary of Job Description

Under general supervision of the Library Director, is responsible for providing general circulation services to the public (both circulation desks) in a courteous manner and in accordance with library policies and procedures.

Duties include checking material in and out, shelving library materials, data inputting, and telephone answering. This position makes beginning-level library clerical decisions and some specialized collection maintenance. The work requires that the employee have knowledge, skill, and ability in library clerical functions. This position has extensive and continuous interaction with the public.

Supervision

Under the immediate supervision of Managers and Library Director

FLSA status

Non-exempt

General Circulation Duties

1. Assists in keeping the library an inviting place for patrons
2. Assists patrons with a variety of library resources
3. Assists patrons with computer reservations and basic computer troubleshooting issues
4. Assists patrons with the online catalog, including searching, requesting and renewing material
5. Assists with library programs including registration, room set-up, craft preparation, clean-up, etc.
6. Assists with routine complaints and answers a variety of library-related questions
7. Checks out material to patrons
8. Checks-in library material and inspects it for damage
9. Collects and records money received
10. Handles interlibrary loan procedures for incoming and outgoing library material
11. Issues and/or renews library cards, including computer data entry
12. Operates equipment, including printers, fax machine, photocopier, and microfilm reader
13. Participates in continuing education activities, sharing information with co-workers
14. Performs library opening and closing procedures
15. Prepares and maintains coffee bar
16. Provides basic tours of building
17. Shelves library material according to call number
18. Tidies the collection by shelf reading

Other Duties

1. Helps create, stock and publicize displays
2. Assists with patron questions, including homework and reader's advisory
3. Processes library material, including laminating, etc.
4. Tidies patron reading area and magazines
5. Distributes overdue notices

6. Repairs damaged material
7. Cleans books and shelves

Duties specific to Youth Services Assistant

Under the direction of the Youth Services Manager, in addition to General Circulation Duties also:

1. Decorates Youth Services area
2. Assists with the development, preparation, promotion, execution of programs, classes, and events.
3. Assists with outreach activities
4. Assists the Youth Services Manager with collection development including, acquisition, processing and deselection of library materials
5. Communicates with Youth Services Manager regarding early literacy research, youth-related topics and trends, and integrates information into work

Necessary knowledge, skills and abilities

1. Knowledge of clerical practices, including keyboarding, computers, and general office equipment
2. Ability to understand, follow and remember instructions and details
3. Knowledge of library clerical procedures and practices
4. Ability to multi-task
5. Ability to maintain effective working relationship with co-workers and the public
6. Ability to use computer applications such as Microsoft Word and Excel
7. Understand and use the email, Internet, online databases
8. Ability to follow security and safety rules and procedures for patron, library and staff safety

Specific working conditions

1. Perform amid normal conditions of dust, odors, fumes and noises in a library environment
2. Able to lift 40 pounds, bend, reach, sit or stand for extended periods of time
3. Sustain posture in a standing or seated position for prolonged periods of time
4. Able to shelve library material
5. Available to work is scheduled days, evenings and weekends
6. Able to travel to other locations

Minimum qualifications

Genuine enjoyment of working with a diverse public; enthusiastic, energetic, and service-oriented; commitment to continuing education; ability to learn and use basic reference techniques; willingness and ability to learn new library procedures; ability to work independently and adapt to a fast-paced work environment; ability to work with others; computer literate; commitment to ongoing professional development; dependable and flexible with regard to hours

High school diploma or GED Equivalent; library experience and working with automated library software desired. Youth Services Assistant – Background in early childhood education and/or experience with children and basic storytelling required