

CENTRE REGION COUNCIL OF GOVERNMENTS JOB DESCRIPTION

Job Title: Library Assistant – Patron Services

FLSA Status: Non-Exempt	Band: A
Reports to: Head of Patron Services	Grade: 1
	Sub Grade: 1
Agency: Library	Date: May 2021

JOB SUMMARY: The Library Assistant – Patron Services is responsible for providing customer service through the circulation of all library materials. This position is responsible for staffing the Patron Services desk, fulfilling requests for library materials, and working with patrons to resolve overdue, damaged, and lost items issues. The Library Assistant – Patron Services is responsible for collecting fines and replacement costs. The position is also expected to be committed to the mission, vision, and values of the Centre Region Council of Governments and the Schlow Centre Region Library.

DUTIES AND RESPONSIBILITIES: The duties described below are indicative of what the Library Assistant – Patron Services may be asked to perform. Other duties may be assigned.

1. Administrative

- Check items in and out and collect fines from patrons using a computer software program.
- Notify patrons through the postal service or via e-mail that their requested material is available.
- Notify patrons through the postal service or via e-mail of overdue material, fine balances, and/or fees for damaged or missing items.
- Search the shelves for requested or missing materials.
- Responsible for work delegation and partial supervision of part-time circulation staff and pages on weekends. Oversee the work of volunteers.
- Pack and prepare inter-library loan material for shipping.
- Assist other departments with various projects as needed including, but not limited to, withdrawing items from the collection and processing material to add to the collection.
- Maintain the patron database with up-to-date information.

2. Public Relations

- Provide directional and general information services at the Patron Services Desk.
- Receive incoming phone calls and direct to appropriate person or fulfill requests and/or renewals.
- Register patrons for library cards and process information updates as necessary, issue renewals and replacement cards.
- Resolve issues regarding patron accounts and respect the confidential nature of the information.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE

- High school diploma.
- Minimum one (1) year library experience preferred.
- Basic computer skills required.
- High level of customer service experience is recommended.

SKILLS AND ABILITIES

- Ability to cooperate with staff, volunteers, and the public.
- Knowledge of overall library operating policies and procedures.
- Knowledge of basic computer operations and ability to understand a database management system.
- Knowledge of library resources, materials, automated technologies, and computer operations and applications.
- Knowledge of state and federal laws pertaining to public libraries.

LANGUAGE SKILLS

- Ability to communicate courteously and effectively with the public, staff, and volunteers.
- Ability to communicate in both written and verbal form with clarity and precision.
- Ability to participate effectively in meetings.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to use a cash register and credit card machine.

REASONING ABILITY

- Ability to define problems and deal with a variety of situations.
- Ability to provide expert advice without formal supervisory responsibility.
- Ability to use good judgment and effectively solve problems.
- Ability to plan work and establish priorities.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to handle confidential information.
- Ability to distribute work among co-workers or others.
- Ability to instruct and train in methods and procedures.
- Ability to respond to complaints and grievances.
- Ability to work with all segments of the population including children, teens, older adults, disabled individuals, and individuals with varied ethnic origins.

PHYSICAL AND WORK ENVIRONMENT: The physical and work environments described are representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment

- The duties of this job include physical activities such as climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing/listening, seeing/observing, and repetitive motions. The physical requirements for this position are sedentary, light and medium work, with heavy work requirements occurring infrequently.

Work Environment: The work environment may include some or all of the following:

- Ability to work under distractions such as telephone calls and other disturbances.
- Ability to work in an environment with repetitive activities (performance of the same physically demanding activity).
- Ability to work in unpleasant social situations (necessity of dealing with irate or disturbed individuals).
- Ability to work under time pressure (frequent rush jobs, urgent deadlines, etc.).