

Crete Public Library District

Position Description: Patron Services Assistant

Status: Part-time non-exempt

DEFINITION: Under the direction of the Patron Services Manager, performs a variety of tasks at the Patron Services Desk.

- Provides consistent gracious and friendly service to internal and external customers.
- Understands and enforces library policies and procedures while safeguarding confidential and restricted information.
- Actively pursues opportunities to increase knowledge of current technology and library trends.
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the library throughout the community.

DUTIES AND RESPONSIBILITIES:

1. Regularly works the Patron Services Desk.
2. Checks library materials in and out.
3. Registers new patrons and renews current patrons.
4. Performs patron and data entry and filing of registration cards.
5. Answers telephone and refers calls.
6. Refers all but directional questions to the appropriate department.
7. Calls patrons for reserve materials.
8. May sort and process ILL deliveries.
9. Keeps work areas neat and orderly.
10. Attends appropriate meetings as assigned by Patron Services Manager.
11. Performs other duties as assigned by Patron Services Manager.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to establish and maintain effective working relationships with staff, public, and trustees.
2. Ability to empathize and relate to the needs of all patrons.
3. Ability to learn public library circulation principles and procedures including automated circulation system and patron interview techniques.
4. Ability to exercise reasonable and independent judgment and discretion.
5. Ability to refer questions and problems.
6. Knowledge of PC and office software applications.
7. Ability to communicate effectively orally and in writing, in English.
8. Ability to manage and prioritize multiple tasks.
9. Ability to remain calm and effective in difficult situations.
10. Ability to adapt to and effectively manage change.

11. Ability to stand for extended periods of time.
12. Ability bend, stoop, lift, and carry, and push a fully loaded book cart.

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Two years of office/retail work experience with an emphasis on customer service skills.
3. Willingness to work evenings and weekends.
4. Access to transportation.