

Deerfield Public Library
Job Description
Patron Services Assistant

Job Summary

The Patron Services Assistant is responsible for assuring high patron and employee satisfaction with all aspects of Patron Services in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision. This position requires a high level of both interpersonal skills and competencies with current technology. Responsibilities include resolving patron account issues, providing assistance with equipment and machines (from computers to coffee and copying machines), offering accurate directions to Library collection locations, introducing Library services, and initiating a welcoming library experience for each patron.

Essential Job Functions

1. The Patron Services Assistant is responsible to the Head of Patron Services for supporting the goals of the Patron Services department in all matters, in accordance with current Library policies and procedures.
2. Provides services in a timely, sensitive, and confidential manner, consistent with a high level of customer service. Behaves in a manner consistent with cheerfulness and optimism, and conveys the same to patrons and staff. Assures high patron and staff satisfaction in all transactions. Assures the prompt, appropriate handling of patron concerns.
3. Demonstrates good judgment in the interpretation of library and departmental policies.
4. Provides excellent service by welcoming patrons to the library and helping patrons find materials, sign up for programs, find the appropriate department for their needs, and learn about other services provided by the library.
5. Utilizes technologies that support departmental functions. Has a working knowledge and ability to use Microsoft Word, Excel, and Power Point as well as the Internet and email. Provides assistance and troubleshooting to patrons on public computers and understands the security risks and privacy concerns of public computing.
6. Performs library card registration and renewal, material checkout, interlibrary loan, and other circulation processes.
7. Performs accurate cash handling.
8. Maintains a safe and welcoming environment for all Library patrons.
9. Performs all work in a safe and courteous manner, including during emergencies.
10. Commits to a continuous learning environment for self and others.
11. Performs other duties as assigned.

Interactions

The Patron Services Assistant interacts with the entire staff of the Patron Services department, other library departments, and patrons.

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Physical and Mental Job Conditions

This job requires:

- A. Sitting and standing for long periods of time.
- B. Concentrating and paying attention to detail for long periods of time.
- C. Quickly and accurately placing items in alphabetical or numerical order.
- D. Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- E. Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- F. Typing (keyboarding) accurately and rapidly.
- G. Looking at a computer screen and retrieving and processing information for long periods of time.
- H. Remaining calm and actively listening when faced with anger or hostility.

Qualifications**A. Education or equivalent**

High school diploma or equivalent. Some college or Library Technical Assistant (LTA) certificate preferred.

B. Experience

Experience in public libraries and/or customer service. Competent user of automated services and related technologies. Excellent communication skills.

C. Specialized Training**D. Certification/Licensure****Disclaimer:**

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Library Director to assign, direct, and control the work of the Patron Services Assistant. The use of particular examples describing duties does not exclude other similar duties.

12/7/2011