

Deerfield Public Library

Job title: Patron Services Assistant

Position type: Part-time, 12-15 hours/week;

Hours: Tuesday, Thursday: 12-5 PM, Friday 1:15-6:15 PM; some Saturdays and Sundays required

Starting pay: \$16.17/hour

Job description:

You make the patron's library experience exceptional by enthusiastically greeting people and welcoming them into our library. You go out of your way to make sure everyone leaves with a smile on their face.

Successful Candidates:

- Enjoy working with the public
- Are approachable, patient and helpful
- Are self-motivated and enjoy learning
- Are passionate about all that libraries have to offer

Success in this position requires:

- A friendly personality
- Excellent problem solving skills
- Two years experience working in a library, retail or hospitality setting is strongly preferred.
- High school degree, some college preferred
- Computer proficiency including MS Office, Google for Work. Mac experience a plus.
- Accurate cash handling skills
- Ability to work independently and as part of a team
- Ability to communicate professionally in person and on the phone
- Flexibility in work hours which include Fridays, Saturdays and occasional Sundays

Our Performance Expectations:

Essential Functions:

- Enthusiastically describes and explains the Library's collections, online resources and programs

- Enter patron records in the Library database, double check for accuracy
- Assist patrons checking books out and in, renewing material, providing direction, using computers and collecting fines and fees
- Accurately handles cash
- Answers phones in a professional, friendly manner
- Accurately answers patrons questions or gets help when needed
- Confidently uses technology including: computers, tablets, smartphones, copiers, printers, scanners, self-check terminals, or other equipment acquired by the Library
- Patiently explains basic computer skills and new media formats to users.
- Treats customers and coworkers with courtesy and respect
- Responds positively to direction and requests for assistance from coworkers and managers.
- Finds ways to keep busy and stay productive during slow times
- Attends training as scheduled or required

Your job will involve your being “on the move” in our library: You will stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds.

Please email a cover letter and resume to:

Ellen Kaiser

Patron Services Manager

ekaiser@deerfieldlibrary.org