Deerfield Public Library
Job Description
Patron Services Assistant

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

Essential Job Functions
- Provide excellent customer service to patrons and staff and assure a high level of productivity in the Patron Services Department
- Welcome patrons to the Library and helps patrons with any needs that they may have
- Perform Library card registration and renewal, material checkout and other circulation processes
- Ensure accurate cash handling
- Actively participate in professional groups, listservs and other means of communication and learning committing to a continuous learning environment for self and others
- Demonstrate good judgment in the interpretation of Library and departmental policies and ensure that staff members understand and apply policies with good judgment
- Utilize technologies that support Patron Services functions, assure appropriate staff members are successful users of these technologies and recommend new or improved uses of technology in support of the Patron Services Department functions and patron or staff satisfaction
- Actively seek and utilize feedback, ideas and recommendations from staff, patrons, community members and others regarding Patron Services and opportunities for improvements and use this information to improve the Patron Services Department and operations
- Perform all work in a safe and courteous manner, including during emergencies, and assure staff members also work in a safe and courteous manner remaining calm and actively listening when faced with anger or hostility
- Perform other duties as assigned

Interactions
The Patron Services Assistant interacts heavily with the staff of the Patron Services Department, other Library departments, managers, patrons, residents, vendors and professional colleagues.
**Scheduling**
This position will have an established schedule and requires working during any of the hours that the Library is open, including evenings and weekends.

**Requirements**
- Sit or stand for periods of time up to 3 hours
- Paying attention to detail for periods up to 3 hours
- Strong interpersonal and communication skills (oral and written)
- Moving freely to reach materials on shelves, with or without assistance
- Safely pushing carts loaded with up to 100 lbs. of materials and safely lifting boxes of up to 40 lbs. of Library materials and supplies, with or without assistance
- Quickly and accurately placing items in alphabetical or numerical order
- Typing accurately and rapidly
- Looking at a computer screen and retrieving and processing information for periods up to 3 hours
- Handling money accurately, including collecting, counting, giving change and recording transactions

**Qualifications**
- High school diploma or equivalent is required
- A bachelor’s degree related to the job responsibilities or LTA is preferred
- General knowledge of Public Library Circulation practices and principles
- Knowledge of current integrated Library systems
- Knowledge of Library-related technology, equipment, software and digital resources
- Reliable transportation to work is required

**Disclaimer**
This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Patron Services Manager to assign, direct and control the work of the Patron Services Assistant.

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