

HELEN PLUM LIBRARY

JOB DESCRIPTION

TITLE: Patron Services Assistant

RELATIONSHIPS: Reports to Patron Services Manager

This position is held by more than one employee in either a non-exempt full-time or part-time capacity. One employee may perform more of certain duties than another employee.

This job description is meant to be a general guide to the responsibilities and duties of the position and is not intended to list every possible task an employee may be called upon to perform.

POSITION DESCRIPTION

Interacts with customers to facilitate account registration; handles materials circulation; serves as a Passport Acceptance Agent (by appointment only); and other duties as assigned.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Provides consistently professional, gracious, and friendly service to patrons and colleagues
- Communicates and works effectively (both individually and as a team member) with the public and all levels of Library staff
- Understands Library policies and procedures and demonstrates a commitment to supporting their successful implementation
- Performs circulation duties including but not limited to checking Library materials in and out, processing material holds, generating paging lists, pulling ILL requests, and shelving books as needed
- Utilizes point of sale system
- Processes new patron registrations in-person and digitally, including verification of residency and collection of non-resident fees
- Maintains and authenticates Library patron data
- Processes monthly reports to ensure integrity of items listed in the catalog
- Serves as Passport Acceptance Agent, with training provided by the Library
- May serve as notary, with training provided by the Library
- May process Interlibrary Loan requests
- Participates in professional development, meetings, and assigned training
- Embodies the Library's Culture Code and supports the Library's Vision and Mission

ABILITIES, KNOWLEDGE, SKILLS, AND OTHER JOB REQUIREMENTS:

- Understands that customer service is at the forefront of all work activities
- Strong written and verbal communication skills
- Well-organized, attentive to detail, and able to prioritize tasks

- Physically able to sit or stand for long periods of time; bend, stoop, lift, and carry up to 50lbs; push a fully load cart weighing up to 100lbs
- Exercises appropriate judgement and discretion
- Basic computer competencies, including Microsoft Office and a knowledge of Integrated Library Systems (ILS)

QUALIFICATIONS:

- High School diploma or equivalent
- Customer service experience
- To serve as a Passport Acceptance Agent applicant must meet the following qualifications:
 - Be a United States citizen or non-citizen U.S. national
 - Be at least 18 years old