

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Library Assistant

DEPT.: Circulation

REPORTS TO: Circulation Manager

CLASSIFICATION: Non-Exempt

Objective:

Perform responsibilities at the public service desks and provide clerical assistance as necessary, professionally and in accordance with the policies and procedures of the Library District.

Duties:

1. Provide circulation assistance to patrons at the public service desks, including assistance at Express Checkout stations.
2. Check in, check out, and sort all library material.
3. Place and fill patron holds, trigger holds, shelve holds and notify patrons when material is available for pick up.
4. Collect payment for fines and fees.
5. Answer and direct patron inquiries, including answering phones.
6. Issue new and replacement library cards.
7. Empty book chutes.
8. Schedule meeting rooms and check schedule for room availability as necessary.
9. Seek ways to incorporate process improvements.
10. Understand and enforce the Library's policies and procedures while safeguarding confidential and restricted information.
11. Participate in library meetings and serve on library committees as assigned.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent.

Experience:

Customer service experience in a similar environment preferred.

Bi-lingual preferred.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures

- Ability to read library material labels in order to comprehend and put in correct order
- Ability to alphabetize correctly and to understand numerical arrangement utilizing the decimal point (Dewey Decimal Classification)
- Ability to accurately retrieve information and materials from shelves

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher, and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Fluency in successfully searching library catalogs and research databases
- Experience with integrated library systems (Innovative Sierra preferred)
- Ability to troubleshoot minor problems with computers and peripherals

- Demonstrates ease and comfort with emerging technologies

Supervisory Responsibility:

None.

Contacts:

Internal:

Library staff and management

External:

Patrons

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision and keyboarding ability sufficient to adequately perform the job, ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

Working Conditions:

Work is performed in a typical library environment. Full or part-time position. Will require some weekend and evening work.