

# Patron Services Associate



This position is responsible for providing professional service to the public. Some evenings and weekends required. Reports to the Manager of Patron and Materials Services.

## Primary responsibilities

- ▶ Assists patrons in the public services areas with an excellent customer service attitude
- ▶ Answers informational questions for all ages; refers in-depth questions to librarians
- ▶ Guides patrons in locating library materials and resources
- ▶ Assists patrons with the use of library resources and the online catalog
- ▶ Assists patrons in use of computers and library equipment; troubleshoots as necessary
- ▶ Performs opening and closing procedures
- ▶ Circulates library materials using automated library system; collects fines and fees
- ▶ Registers patrons for library cards and programs
- ▶ Resolves patron concerns or, if needed, refers concerns to the appropriate manager
- ▶ Completes other related duties as assigned

## Performance expectations

- ▶ Demonstrates commitment to public library service
- ▶ Fosters and maintains high standards of public service and professional ethics
- ▶ Maintains familiarity with Library policies and procedures and makes decisions accordingly
- ▶ Maintains necessary skills; attends relevant workshops and classes
- ▶ Attends staff meetings and other relevant meetings
- ▶ Ensures public safety

## Culture statements

### Engage

We are committed to providing stellar public service. We foster staff's strengths, talents, and passions to best serve our patrons. Every staff member is a Library ambassador and asset.

### Empower

Learning on the job takes place every day and experimentation is encouraged. There is no penalty for taking a reasonable risk. We learn from each other and teach others what we know. Every staff member is a problem-solver and sees their work reflected in our successes and achievements.

### Collaborate

We do more and achieve more as a team than as individuals. We listen to ideas and input and encourage inclusive collaboration at all levels. We laugh together and we coach, inspire, and cheer each other on in our professional endeavors.

### Value

We are proud of our work and our community. We are friendly and thoughtful during our interactions with each other and our patrons. We value communication and transparency. We encourage all staff to have work-life balance and enjoy life outside of the Library.

## Qualifications

- ▶ LTA or Bachelor's degree preferred; equivalent combination of education and experience
- ▶ One year of work experience in a customer driven environment with excellent customer service attitude
- ▶ Ability to set priorities, make independent decisions, and exercise discretion
- ▶ Ability to interact and communicate effectively with the public and staff using oral and written English
- ▶ Computer knowledge sufficient to perform required duties quickly and accurately
- ▶ Avid reader with ability to book talk with appropriate audience

## Physical qualifications

- ▶ A valid driver's license and the ability to drive throughout the community as required
- ▶ Vision adequate to read computer screens and a variety of print materials
- ▶ Ability to lift and/or transport heavy objects (up to 35lbs)
- ▶ Ability to reach, bend, and lift to shelves and retrieve materials
- ▶ Mobility sufficient to maneuver safely between workstations