

JOB TITLE: Patron Accounts Assistant

DEPARTMENT: Patron Accounts and Materials Services

REPORTS TO: Head of Patron Accounts

CLASSIFICATION: Group 4

STATUS: Non-Exempt

OBJECTIVE: To assist patrons with their Library accounts, with checking materials out and returning items, with program registration, with use of lobby equipment, and with general information as needed.

DUTIES:

1. Understands and carries out the Library's policies and procedures
2. Assists patrons with all matters related to their Library accounts and answers public questions.
3. May be responsible for one or more of the following: fulfills interlibrary loan requests and reports statistics; registers public meeting room bookings, maintains the schedule and public calendar, and reports statistics; selects Quick Pick magazine collection and maintains display; and registers and processes special library cards for businesses, nonresidents, and a variety of other types of users.
4. Assists and instructs patrons in the use of the self-checks, automated materials handler, copier, and catalog.
5. Registers patrons for library cards, library programs, and other services such as voter registration and tax preparation appointments.
6. Checks materials in and out, renews items, and sorts and routes materials.
7. Answers Library directional and procedural questions and general community-related questions. Refers patrons to appropriate staff for assistance when necessary.
8. Promotes Library card signup at in-person visits to local schools and community events.
9. Reconciles patron accounts and takes payment for damaged and lost items.
10. Prepares daily cash deposit and cash register drawer for opening on the following day.
11. Accepts donations for the Friends of the Library and processes purchases from the on-going book sale.
12. Maintains public holds area, Quick Pick collections, and new Video Game collection, including shelving and straightening.

13. Compiles statistical data.
14. May attend appropriate meetings, workshops, and conferences.
15. May prepare weekly desk schedule.
16. Performs a variety of clerical tasks.
17. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Two years college preferred.
2. Two years library experience or two years retail customer service experience.
3. Available to work evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable ability to perform excellent customer service and to communicate Library policies and procedures to the staff and the general public.
2. Considerable ability to establish and maintain effective working relationships with staff and patrons.
3. Considerable ability to work independently and exercise discretion with patrons and staff.
4. Considerable skill in written and spoken communications.
5. Considerable knowledge and skill in the use of appropriate technology including Microsoft Office 360.
6. Ability to handle detail and a wide variety of tasks in a fast-paced, constantly changing service-oriented environment.
7. Ability to work as a member of a team.
8. Ability to remain calm in difficult situations.
9. Willingness to learn new skills.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers, and Library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, push, move, bend, stand, sit, squat, reach, and stretch continuously during the work shift. Speech and hearing abilities are required. Specific vision abilities

required by the job include close vision and the ability to adjust focus. The employee must have good eye/hand coordination for gripping and manipulating materials and objects. The employee must lift 25 pounds and transport or move up to 100 pounds of Library materials from one location to another.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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