

BASALT REGIONAL LIBRARY – JOB DESCRIPTION

JOB TITLE: Substitute Patron Services Associate

SALARY/WAGE: \$21.00 per hour

REPORTS TO: Circulation Manager

STATUS: On call position

DEPARTMENT: Circulation

HOURS: Hours may include evening and weekend hours

GENERAL JOB DESCRIPTION

The Substitute Patron Services Associate serves as the primary point of contact for library patrons when called in for extra coverage. This on-call position carries the same responsibilities as the regular Patron Services Associate role, with the flexibility of being available to fill in as needed. The ideal candidate is committed to providing excellent customer service and can seamlessly step in to support library operations on short notice.

SCHEDULE

This is an on-call position, and shifts will vary based on the library's staffing needs. The Substitute Patron Services Associate will be added to a list of individuals to contact when extra coverage is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Proficiently handles all circulation duties, including library opening and closing procedures, use of all patron and circulation forms, collecting patron fines, patron registration, issuing library cards, and shelving of library materials
- Proactively seeks to assist patrons with finding items
- Provides accurate informational and directional assistance to patrons
- Assists patrons with catalog inquiries
- Assists patrons with computers and other technologies as needed.
- Demonstrates effective customer service skills
- Demonstrates an understanding of public library operations
- Demonstrates tact and professionalism in all patron communications.
- Demonstrates a professional, positive, cooperative, team-oriented working relationship with other staff and volunteers

- Performs collection maintenance duties, including book cleaning and dusting shelves
- Provides reference and readers advisory services to patrons of all ages
- Recommends changes to policies and procedures for improved library services
- Enforces Library rules and regulations
- Works to maintain a fun, safe, and positive environment which encourages intellectual curiosity and a love of reading
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Must possess excellent customer service skills and be a self-starter.
- Ability to learn library operating systems, office equipment, and other technologies.
- Ability to provide efficient and courteous patron service to a diverse patron population.
- Knowledge of library shelving and circulation techniques.
- Ability to handle patron complaints and resolve difficult situations.
- Ability to work under periods of occasional stress.
- Ability to learn and become proficient in skills, functions, and technologies required to perform job duties.

EDUCATION AND EXPERIENCE

- A High School diploma or GED equivalent is required.
- A Bachelor's degree is preferred.
- Bilingual fluency in Spanish and English is preferred
- An equivalent combination of education and experience may be considered on the basis of one year of experience for each year of education.

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

- Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone
- Ability to work in a sedentary office environment
- Standing in work areas and walking between work areas may be required

- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment
- Must occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information
- Ability to push a book cart to move and shelve books.
- Ability to lift, carry, push, and pull materials and objects up to 30 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff
- Occasional work outdoors and in diverse environments
- Reasonable accommodations will be made for otherwise qualified individuals with a disability

X

Employee Signature

X

Date