BASALT REGIONAL LIBRARY – JOB DESCRIPTION

JOB TITLE: Patron Services

SALARY/WAGE: $21 per hour

REPORTS TO: Circulation Manager

STATUS: Part-Time, Hourly, Non-Exempt

DEPARTMENT: Circulation

HOURS: 20 hours per week, including evening and weekend hours

GENERAL JOB DESCRIPTION

The Patron Services Associate serves as the primary point of contact for library patrons and is expected to deliver outstanding customer service while fulfilling a wide range of responsibilities. This role involves actively assisting patrons in locating library materials, responding to research inquiries, providing technology support, recommending content, and guiding patrons in the use of various library services.

In addition, the Patron Services Associate is responsible for performing all circulation-related tasks, including checking materials in and out, paging, managing courier services, and shelving library items.

All library employees are expected to uphold a high standard of customer service with both internal and external stakeholders, fostering effective working relationships and contributing to a collaborative team environment.

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 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