

# Patron Services Assistant

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## Position Description for the LOGAN COUNTY DISTRICT LIBRARY SYSTEM Knowlton Library/Bellefontaine, Ohio

**Position Title:** Patron Services Assistant/Non-exempt

**Department:** Circulation

**Immediate Supervisor:** Patron Services Supervisor and Adult Services Manager

**Employment Status:** Part time/Bi-weekly payroll/Grade 2 on Salary Schedule

**Qualifications:** Completion of high school degree, computer knowledge and/or experience, Library experience desirable, but not required. Daytime, evening and weekends hours required. An individual who may pose a direct threat to the health and/or safety of him/herself, staff, trustees or public in the work place will be considered not qualified for this position.

**Position Description:** Works at the public services desk, in the circulation workroom, and performs related clerical work.

**Required Knowledge, Skills and Abilities:** Ability to meet and serve the public in a courteous and helpful manner, some knowledge of and interest in Library materials, computer operations, willingness to learn Library procedures, ability to keep records accurately, ability to get along well with others, ability to work independently in a wide variety of situations, develop good rapport with Library patrons and co-workers. Ability to lift and move books and other materials. Commitment to quality patron service.

**Essential Duties and Responsibilities:**

- Registers borrowers and charges/discharges Library materials;
- Answers telephone and performs a wide range of clerical public contact duties;
- Assists patrons in selection and locating Library materials including home delivery service;
- Collects fines and other charges and fees;
- Checks in magazines and newspapers daily;
- Sorts mail daily;
- Pulls Library materials for SEO Consortium members daily;
- Handles overdue statements daily;
- Handles patron holds: places holds, notifies patrons, and keeps shelf current;
- Shelves Library materials as needed;
- Performs shelf reading weekly;
- Handles FAX requests for patrons and clears memory as needed;
- Assists patrons with use of Community Room;
- Prepares, maintains, and cleans patron beverage cart daily;
- Monitors and refills pamphlet display in lobby and maintains the public bulletin board;
- Repairs Library items;
- Attends workshops and webinars as needed to keep current with Library training;
- Maintains confidentiality in accordance with Library policy and all applicable laws and regulations;
- Maintains a safe, clean and orderly work environment by complying with safety and maintenance procedures, rules and regulations;
- Performs any and all related duties as assigned in order to promote, further, and ensure the effective and efficient operation of the Logan County Libraries.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of the Logan County Libraries.

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SIGNATURE

DATE

7/2021