

POSITION: South Branch - Patron Assistant

SUPERVISOR:

Under the direct supervision of the South Branch Manager/Outreach Librarian

RANGE: LS-6

HOURS AND SCHEDULE: General Part-time. 19 hours or less per week depending on specific schedule. Schedule may include day, evening and weekend hours. Schedule may change if need arises.

PURPOSE:

This position is responsible for providing basic information services: ready reference, reader's advisory and information and referral. This position includes staffing the public service desk, library instruction, compiling/assembling patron aids, developing bibliographic aids, and maintaining files, performing circulation/registration functions, assisting with planning/presenting programs, assist with materials selection and provide basic computer/office equipment troubleshooting. There is extensive contact with the public within the Library and Community Connections Center. Excellent communication and interpersonal skills. Requires bilingual fluency in English and Spanish. Requires the ability to exercise judgment in non-routine situations, the ability to access, input and retrieve data from the computer, ability to retrieve information from print ,non-print and online collections, ability to perform medium to heavy work, ability to communicate effectively with patrons and conduct reference interviews on the telephone, in-person and online

ESSENTIAL DUTIES:

Public service 80%

Special responsibilities 20%

DUTIES AND RESPONSIBILITIES: (in alphabetical order)

- Applies values based customer service
- Assists and/or presents Library programs, projects, events, and activities as assigned
- Assists and/or presents Library sponsored programs and jointly sponsored programming as assigned
- Assists patrons in-person, on the telephone, and online with basic reference, informational/referral and readers advisory inquiries
- Assists patrons with the use of the public access equipment
- Assists with collection development including selection and weeding as assigned
- Assists with compiling and assembling patron aids and displays
- Attends appropriate meetings, workshops and seminars

- Executes basic electronic bibliographic and informational searches using online databases, Internet sites, and the Horizon database
- Maintains supply inventory, forms and documents inventory, giveaway material inventory, etc.
- Maintenance of files as assigned
- Performs basic computer and office equipment troubleshooting
- Performs circulation and registration duties
- Prepares reports as assigned
- Provides Library instruction and tours as assigned
- Responsible for cash register
- Serves on committees
- Shelves and shelf reads library materials
- Supervises volunteers when assigned
- Other duties as assigned.

ABILITY, KNOWLEDGE, AND SKILLS: (in alphabetical order)

- Ability and skill in working with children, teens and adults
- Ability to accurately input, access, and retrieve data from a computer
- Ability to alphabetize and calculate correctly and to understand numerical arrangement utilizing the decimal point
- Ability to calculate
- Ability to communicate skillfully, accurately, pleasantly, and courteously with all patrons in-person and on the telephone
- Ability to communicate skillfully, accurately, pleasantly, and courteously with children, teens, and adults
- Ability to conduct a patron interview in-person, online, and on the telephone and to provide accurate information or referral
- Ability to effectively listen
- Ability to effectively organize work, juggle effectively multiple tasks, and follow tasks through to completion
- Ability to exercise judgment in non-routine situations
- Ability to follow directions and accurately complete tasks in a timely manner
- Ability to interpret and implement policies and procedures
- Ability to listen
- Ability to perform medium to heavy work
- Ability to reach, carry, bend, push, pull, grasp, lift, stand, kneel, stoop, and crouch
- Ability to remain calm in difficult situations

- Ability to retrieve information and materials from the shelves
- Ability to retrieve information from print, nonprint and online sources
- Ability to speak conversational Spanish
- Ability to use good judgment in making decisions and referring questions appropriately
- Ability to work as a member of the team
- Ability to work effectively and courteously with Library staff and patrons, South Branch partners and clients
- Ability to work independently
- Basic knowledge of collection
- Basic knowledge of adult, popular fiction, nonfiction, and audiovisual materials for children, teens and adults
- Comfortable and skilled with technical assistance
- Knowledge of South Branch and Library policies and procedures
- Knowledge of and the ability to implement Library policies and procedures
- Knowledge of Library services and organization
- Knowledge of readers' advisory and ready reference services
- Knowledge of South Branch and Library services and organization
- Knowledge of Community Connections Center policies and procedures
- Knowledge of Community Connections Center services and organization
- Knowledge/skill in circulation and registration services
- Knowledge/skill in electronic bibliographic and informational searches using online databases, the Internet, and in-house databases
- Knowledge/skill in the use of computers and Microsoft Office applications
- Knowledge/skill in the use of Horizon
- Knowledge/skill in use of electronic messaging
- Knowledge/skill in use of the Integrated Library System
- Knowledge/skill in values based customer service
- Knowledge/skill of specialized computer software
- Knowledge/skill with collaborative and/or interactive web applications
- Knowledge/skill with electronic messaging e.g. email
- Knowledge/skill with word processing and basic spreadsheets
- Skill in oral and written communications

EDUCATION AND TRAINING:

Bachelor's Degree required; work experience in a public setting; library experience a plus. Bilingual fluency in English and Spanish required. Additional languages a plus.