

ESSENTIAL RESPONSIBILITIES

1. Provide excellent customer service to enhance the user experience while demonstrating a professional, courteous, and respectful attitude towards all customers.
2. Answer information and reference questions in person or by telephone using print and/or electronic resources for adults, young adults, and children.
3. Greet patrons, assisting them with the selection and locating of library materials, give reading recommendations and other general information.
4. Desk responsibilities such as answering the telephone; basic computer and printer troubleshooting; curbside services; and give instruction on how to use the automated library system (Evergreen), , databases, the Internet, and other library equipment.
5. Register customers for library cards and maintain patron records.
6. Use Square to collect fines and fees, as well as handling cash payments.
7. Problem-solve customer records, fines, overdues and holds in a courteous and business-like manner.
8. Use Evergreen to perform duties such as looking up materials, processing holds and reserves, and updating the customer record.
9. Process ILL (Inter-Library Loans) - preparing shipments for the weekly service and/or receiving and processing the weekly shipments.
10. Re-shelve checked-in materials and perform shelf reading: wiping shelves and straightening materials, making sure they are in order, looking for missing volumes, and checking general conditions of the materials.
11. Perform copy cataloging and prepare new materials: creating spine labels, numbering, and labeling new materials.
12. Know and implement library policies and procedures.
13. Resolve customer complaints in an effective, pleasant and timely manner.
14. Maintain confidentiality of all customer transactions and records.
15. Perform assigned off-desk responsibilities such as sanitize public computer areas, sweeping, dusting, daily sanitation.
16. May develop, prepare, publicize, promote, create fliers or brochures, and assist in preparing for and implementing in-person library programs or events.
17. Open and closing duties as applicable.
18. Assist with gathering statistical information.
19. Maintain neatness of public areas and staff work areas.
20. Attend occasional trainings, workshops, and conferences - online or in-person.
21. Regular and predictable physical attendance as required.
22. Other duties as requested or assigned.

QUALIFICATIONS

1. High school diploma or equivalent.
2. Must be a U.S. citizen.
3. Prior customer service experience that includes the desire and ability to serve and interact with a diverse public in a consistently tactful, friendly, courteous, and diplomatic manner is required.
4. Must have a positive attitude and a willingness to accept change including learning new technology.
5. Must have a good knowledge of all genres of literature and a basic understanding of shelving locations.
6. Must interact with customers from diverse backgrounds in a consistently friendly, courteous and tactful manner.
7. Must have the ability to maintain composure when responding to a variety of library problems and unpredictable circumstances.

8. The ability to adapt to change, accept uncertainty, prioritize, handle confidential information, manage frequent interruptions, work independently and work in teams is needed.
9. Must be able to effectively problem solve; make independent judgments in the absence of supervision; be adaptable; positively handle and adapt to change; and be organized, efficient, and creative.
10. Must be able to demonstrate excellent interpersonal skills, as well as possess the temperament and good judgment to effectively assist customers by phone and in-person who may be irate or unreasonable.
11. Must be proficient with computer software such as Microsoft Suite, databases, e-mail, Google Drive, Facebook, e-reader tablets, Zoom or Google Meet, and the Internet. Must be able to assist patrons with these as well.
12. Presentation and training skills to instruct all age groups.
13. Ability to work with community members, vendors, and performers in a professional manner; must be able to represent the library well and promote our services, materials, and programs.
14. Must be able to learn and carry out the essential responsibilities of the assigned position.
15. Must be able to operate library equipment such as copiers, computers, printers, scanners, telephone, and fax.
16. Must be able to effectively speak, listen, read (including cursive), and understand English to discern verbal and written instructions and to communicate effectively with patrons and co-workers.
17. Must be able to perform basic math functions such as adding, dividing, and subtracting.
18. Must be able to learn and carry out the responsibilities of the assigned position.
19. Able to work days, some evenings, and Saturdays.
20. Must have regular and predictable physical attendance as required.

PHYSICAL REQUIREMENTS

1. Must be able to move intermittently throughout the workday.
2. Must have sufficient clarity of speech and hearing which permits satisfactory communication with others.
3. Must possess sufficient manual dexterity to operate library equipment and perform general typing and keyboard operation that will enable assurance of position requirements.
4. Must have sufficient visual acuity to distinguish, produce, and view a wide variety of materials in both print and electronic format as needed for the position.
5. Must be able to work in areas with odors including cleaners and disinfectants, and in areas that may contain dust or other possible allergens.
6. Must be able to lift, carry books and other materials, carry loaded book crates that could weigh up to 50 pounds, and move loaded book carts that, when full, could weigh up to 200 pounds.

NOTE: The above job description is not intended, nor should it be construed, to be an exhaustive list of all responsibilities, skills, or efforts associated with the position. The Roachdale Public Library will modify and/or delete content of the job description at any time.

9/2021