

JOB TITLE: Patron Accounts Assistant

DEPARTMENT: Patron Accounts and Materials Services

CLASSIFICATION: Group 5

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the general supervision of the Head of Patron Accounts and Materials Services, the Patron Accounts Assistant is responsible for providing circulation functions to the public. This work includes staffing the first floor service desks, patron account services, program and meeting room registration, and assisting with equipment and materials. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and carries out the library's policies and procedures, while safeguarding confidential and restricted information.
4. May be responsible for one or more of the following: interlibrary loan requests, reports, and statistics; meeting room bookings, schedule and calendar; overdue items and those with missing pieces; Quick Pick magazine selection and display; special library card registration and processing; City of Des Plaines and community outreach; patron assistance statistics.
5. Collects fines, reconciles patron accounts, and takes payment for damaged and lost items.
6. Registers patrons for library cards, library programs, and other services such as voter registration and tax preparation appointments.
7. Checks materials in and out, renews items, sorts and routes materials.
8. Assists and instructs patrons in use of self-checks, automated returns, copy machine and catalog.
9. Answers library directional and procedural questions and general community-related questions in person, by phone and email; refers patrons to appropriate staff for assistance when necessary.
10. May open building to public.
11. May prepare daily cash deposit and prepare cash register drawer for opening on the following day.
12. May attend appropriate meetings, workshops and conferences.
13. May represent the library at community organizations and events.

14. Maintains public holds area, Quick Pick collections, and New Video Game collection, including shelving and straightening.
15. Accepts donations for the Friends of the Library and processes purchases from the on-going book sale.
16. Promotes library programs and services.
17. Performs a variety of clerical tasks.
18. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and personal space.
19. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Two years college.
2. Two years library experience or two years retail customer service experience.
3. Available to work evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Ability to handle detail and a wide variety of tasks in a fast-paced, constantly changing service oriented environment.
4. Ability to work independently and exercise discretion with patrons and staff.
5. Ability to work as a member of a team.
6. Ability to remain calm in difficult situations.
7. Demonstrated ability and willingness to learn new skills.
8. Knowledge and skill in use of appropriate technology.
9. Ability to put items in alphabetical and numerical order.
10. Skill in written and spoken communication.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, push, move, bend, stand, sit, squat, reach, and stretch continuously during the work shift. Speech and hearing abilities are required. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good eye/hand coordination for gripping and manipulating materials and objects. The employee must lift 25 pounds and transport or move up to 100 pounds of library materials from one location to another.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Approved 10/19/2017
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