Job Title: Patron Services Assistant

Position Type: Non-Exempt

Reports To: Patron Services Manager and/or Director

Supervises: None

Hours: 14 – 29 Hours Weekly

*Primary Duties*

* Provides friendly, courteous and accurate service to all users
* Assist library patrons in person or electronically
* Check work e-mail accounts and respond when appropriate
* Participate in organizing and re-shelving items
* Communicate with previous/incoming shifts regarding relevant information
* Ability to implement library policies and procedures
* Make recommendations to improve our collection
* Review library literature for professional growth
* Ability to reach, bend, stoop and lift up to 20 pounds
* Maintains orderly appearance of the Library
* Accurately operate cash drawer
* Able to assist patrons with library technology (copy machine, scanner, computers)
* Registers patrons for library cards
* Responsible for planning and implementing at least two (2) library programs per quarter
* Attends at least two (2) community events per year
* Maintains and regularly updates one (1) assigned section and appropriate subsections of the Hodgkins Library website
* Regularly looks in on library e-resources to ensure accuracy and usefulness to patrons
* Performs outreach to area schools at least one (1) time per year
* Creates and maintains display boards throughout the library
* Tracks all patron related data (patron interactions, outreach interactions, program attendees)
* Solicit recommendations for patron materials to add to collection
* Perform other work as assigned by Library Director, Assistant Director or Manager

*Secondary Duties*

* Makes recommendations for purchasing books and DVD’s.
* Attends meetings and participates in committees, organizations, and continuing education opportunities that further the library's mission and goals

*Preferred Qualifications*

* One (1) year of library experience in a public, school, academic, or special library setting
* One (1) year of customer service experience, preferably with children and/or senior citizens
* Completion or enrollment in a Library Technical Assistant (LTA) program or similar professional certificate