



## **County of Calhoun**

### **Job Description**

**Job Title:** Patron Services Assistant  
**Department:** 2800 - Library  
**Reports To:** Patron Services Supervisor  
**FLSA Status:** Non-Exempt  
**Prepared Date:** 5/25/2011  
**Approved By:** Kristen Simensen  
**Approved Date:** 7/15/2021

#### **Summary**

The Patron Services Assistant is a part-time, non-leadership level position with routine decision-making authority and is responsible for assisting with all public patron services, including circulation, programs, and technology activities.

#### **Position-Specific Responsibilities**

- Responsible for executing all tasks relating to circulation, including:
  - Checks materials in and out and registers patrons for a Library card
  - Assists library users in locating appropriate materials, including using the catalog
  - Assists patrons with library equipment, including computers and other technology
  - Handles financial transactions
  - Helps keep public and staff areas of the Library clean
  - Provides basic reference help to patrons
  - Shelves, straightens, reads and organizes library materials for any area in need
  - Helps with collection maintenance, including weeding materials according to designated criteria or lists, processing new materials, and repairing collection materials
  - Answers the telephone when needed and assists with photocopying and faxing
  - Places and processes daily holds and ICLs
- Substitutes for absent library employees as required
- Serves as point of contact and source of knowledge for library interns
- Performs other duties as assigned

#### **Qualifications:**

- Two years academic training past high school.
- One year of satisfactory library experience preferred.
- Two years' experience in customer service settings preferred.
- Proficient with Microsoft Office Suite and G Suite
- Ability to do basic math
- Strong oral and written communication skills
- Position requires the ability to work nights and weekends

#### **Essential Responsibilities for All Library Positions**

- Serves as a representative of the library while at work and out in the community and may act as a library liaison for various committees and meetings

- Establishes positive and productive relationships internally and externally with people of all ages and backgrounds
- Serves the public in an outgoing, welcoming, and enthusiastic manner
- Monitors and ensures staff and patron compliance with safety protocols and policies
- Operates office equipment, including telephone, computer, copier, and fax
- Adheres to all statutes and policies, including those pertaining to patron confidentiality
- Works ethically, with integrity, and upholds organizational values
- Assists with the development and recommendation of library policies
- Communicates with immediate supervisor frequently, including ideas, suggestions, and concerns
- Communicates effectively with team members and members of the public from all backgrounds to ensure a positive customer experience and work environment
- Contributes to the current and future success of the library through planning and communication
- Engages in professional development relating to primary job functions

### **Competencies for Performance Evaluations**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds proactively and promptly to customer needs and requests for service and assistance; Solicits customer feedback to improve service.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Must be able to read, write and speak fluently in English. Speaks clearly, proactively, and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Offers help; Supports everyone's efforts to succeed.
- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Recognizes staff for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- Improves processes, products and services; Continually works to improve skills.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands service impacts/implications of decisions; Displays orientation to continuous improvement; Demonstrates knowledge of outside library policies, procedures, and best practices; Aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Meets deadlines; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Supervisory Responsibilities** - This job may require supervision of clerks and interns and serve as a point of contact for maintenance/custodial services.

**Computer Skills** - Microsoft Office Proficient, including use of Excel for statistical reports; appropriate professional software for Library Information System/Database

### **Physical Demands**

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 stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is generally busy, requiring the employee to manage his/her time successfully in order to complete assigned tasks with constant interruptions by patrons needing assistance.

**Applicants for Library positions are considered without regard to race, color, religion, creed, gender, national origin, age, disability, sexual orientation, veteran status, or any other legally protected status.**

**This job description does not constitute an employment agreement between the County and the employee and is subject to change by the County as its needs and requirements of the job change.**