

LOUDONVILLE PUBLIC LIBRARY

POSITION DESCRIPTION

CUSTOMER SERVICE ASSISTANT

JOB SUMMARY:

IMMEDIATE SUPERVISORS: Head of Public Service

POSITIONS SUPERVISED: None

Under general supervision, the Customer Service Assistant provides hands-on, high quality customer service to library patrons. Tasks may include creating and maintaining borrower accounts, checking library materials in and out, assisting the public with the library services, handling issues related to missing or overdue items, and other related tasks. The CSA also assists as needed with the maintenance of the library collection including shelving, organizing, and maintaining library materials.

QUALIFICATIONS:

- High school diploma or equivalent
- Library experience (preferred)
- Proficient in the use of computers

KNOWLEDGE OF:

- Library policies, procedures, and techniques (may be acquired after hire)
- Dewey Decimal Classification System (may be acquired after hire)
- Popular books, authors, movies, and music

IMPORTANT SKILLS, ABILITIES AND CHARACTERISTICS:

- Acquire New Skills
- Present a professional image to the public
- Deal courteously and effectively with a diverse public
- Interact and respond appropriately to patrons
- Maintain effective working relationships with the Director and co-workers
- Work independently in the absence of supervision
- Work as a team player
- Delegate tasks and manage workloads
- Handle multiple tasks concurrently
- Maintain confidentiality of patron records and interests
- Pay attention to detail

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Note: The duties listed below are inclusive, but not limited to, the tasks performed by this classification.

PUBLIC SERVICE:

- Responds to patron questions in person, by phone, or e-mail with energy and positivity.
- Assists patrons in locating and selecting library materials
- Checks library materials in and out using the Integrated Library System (ILS)
- Provides instruction to patrons on the use of library equipment
- Interprets and explains library policies and procedures with support from supervisor and CSS staff.
- Registers patrons for library cards
- Takes charge of the building as needed.

COLLECTION MAINTENANCE

- Supports, as needed, the efforts of library pages.
 - Sorts and shelves all types of library materials
 - Shifts materials as needed, maintaining order and appearance
 - Shelf reads collections
- Develops attractive displays of books and other materials, marketing various areas of the collection
- Weeds the collection by removing outdated and damaged materials and referring them to the appropriate staff
- Searches for items on monthly collection maintenance lists

ROLES

- As appropriate employees may also be given supplementary “roles” to fill. These will be discussed and agreed to in advance and may change as the skills of the employee and the needs of the library evolve.

ADDITIONAL DUTIES:

- Maintains and increases knowledge and skills through attendance at staff meetings, training, and other continuing education opportunities.
- Organizes and facilitates library programming as assigned.
- Adheres, supports, and effectively implements administration and library board policy.
- Understands and upholds the principles of Intellectual Freedom.
- Sorts and delivers mail, as needed.
- Performs duties associated with the processing of library materials through statewide delivery.
- Performs additional duties and assignments, as requested

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

Overtime: Non-Exempt

Board approved: 8/31/2017