

**JOB OPENING
PATRON SERVICES ASSISTANT
CASE MEMORIAL LIBRARY**

Part-time union position, 24.5 hours, with limited benefits that do not include health insurance. Salary \$13.03 per hour. Bachelor's Degree is required; experience working in a library is preferred. The successful candidate should have excellent customer service and computer skills, a love of books and reading, and be able to perform a wide variety of clerical and library tasks. Experience with Sierra ILS is desirable. Evening hours and a Friday/Saturday rotation are required. Please send a cover letter and resume with three professional references to First Selectman James M. Zeoli, 617 Orange Center Road, Orange, CT 06477 or email jzeoli@orange-ct.gov by 4:30 p.m., Monday, September 19, 2016. EOE

Job Description:

CASE MEMORIAL LIBRARY
PATRON SERVICES ASSISTANT

Objective: Serves on the Circulation Desk to provide assistance to adults, teens, and children. Performs circulation routines and automation procedures.

Functions

- ◆ Works under the direct supervision of the Head of Circulation Services, or other designated Supervisor.
- ◆ Greets patrons at the Circulation Desk. Helps establish and maintain a high customer service performance standard.
- ◆ Performs all circulation tasks, including using automated systems, and appropriate procedures to register patrons, charge and discharge materials. Collects fines and other payments. Maintains department files with confidentiality.
- ◆ Conducts basic searches in the online catalog to locate requested materials. Reserves items for patrons, and notifies them when reserved materials are available.
- ◆ Provides assistance to patrons through in-person and telephone contact.
- ◆ Answers directional and circulation inquiries from the public using department procedure. Refers patrons to the appropriate service desk for assistance.
- ◆ Checks returned materials for damage. Brings damaged materials to the attention of the appropriate collection manager.

- ◆ Performs simple collection repair such as binding and replacement of torn or missing book pages, and cleaning/buffing of CD's and DVD's.
- ◆ Performs shelf reading and shelves materials.
- ◆ Processes and routes incoming and outgoing library materials.
- ◆ Assists in the preparation of department statistics and reports.
- ◆ Assists with opening and closing procedures.
- ◆ Attends staff meetings and other meetings as requested.
- ◆ Performs related duties as assigned.

Knowledge, skills, and Abilities

- ◆ Strong public service attitude. Familiarity with general library organization, and knowledge of the principles of circulation procedures and services.
- ◆ Knowledge of computer functions, both in carrying out work-related tasks, and in assisting the public.
- ◆ Ability to accurately shelve materials alphabetically and numerically within library classification systems.
- ◆ Ability to follow written and oral instructions.
- ◆ Ability to read, write, and communicate effectively in English.
- ◆ Thorough knowledge of the alphabet, and competence in spelling and arithmetic.
- ◆ Visual acuity sufficient to read fine print and numbers in 8 point font.
- ◆ Ability to deal effectively with the public and staff in a professional manner.
- ◆ Willingness to adhere to library policies and procedures.
- ◆ Enjoys reading. Is aware of community reading interests, books and authors.
- ◆ Ability and willingness to acquire new computer and technology skills as necessary.
- ◆ Initiative, creativity, flexibility, resourcefulness and good judgment. Demonstrates attention to detail; ability to set priorities.

- ◆ Ability to deal with multiple and extra unexpected tasks and patrons simultaneously.

Required Equipment Operation

This position requires use of standard office equipment, including, but not limited to: computers and peripherals; network printers; fax machines; photocopiers; telephone systems; binding machines; and CD/DVD buffers.

Required Physical Effort/Mental Ability

While performing the duties of this job, the employee is regularly required: to push and pull loaded book trucks weighing up to 200 pounds; to frequently stand, walk, stoop, bend, reach and grasp, kneel or crouch, and sit at a computer monitor up to two hours at a time with frequent change of sitting and standing positions; to regularly lift and/or move up to 20 lbs.; and to cover large distances and walk quickly to retrieve materials, including use of stairs.

Required Qualifications

Bachelor's Degree, and experience working in a library is preferred. Must be computer literate. Familiarity with Sierra ILS is desirable. This is a part-time, 24.5 hour/week union position with limited benefits that do not include health insurance. Work schedule includes evening hours and a Friday/Saturday rotation.

This job description is for identification and administrative purposes only. It is not intended to be a complete statement of all duties, which may be assigned by the Supervisor according to varying needs.