



JOB DESCRIPTION

TITLE: Patron Services Clerk

DEPT: Patron Services

GRADE: 2

CLASSIFICATION: Non-Exempt

REPORTS TO: Patron Services Supervisor

GENERAL STATEMENT OF RESPONSIBILITIES:

A non-professional position responsible for maintaining the efficient operation of circulation functions and workflow including checking materials in and out, issuing library cards, updating patron records, resolving issues with patron accounts (fines, fees, lost and damaged materials), applying library procedures and policies are consistently and fairly.

PRIMARY SUPERVISORY DUTIES: None.

PAY GRADE AND EXEMPTION: This position will be paid at pay grade 2, as outlined by the library's Salary Schedule. This is an hourly, non-exempt position.

MINIMUM QUALIFICATIONS: A high school diploma with 1 year work experience.

WORK SCHEDULE: Must be available to work days, evenings, and weekends.

RESPONSIBILITIES AND DUTIES (ILLUSTRATIVE, NOT EXHAUSTIVE)

1. Assumes all responsibilities of the Patron Services desk. Including but not limited to:
 - Welcomes and recognizes all patrons entering and exiting the library.
 - Checks library holdings in and out, handles overdue materials, collects fines, and updates appropriate patron data using an automated circulation system.
 - Issues and renews library cards
 - Updates patron data in database
 - Issues computer waivers and updates patron information in database when computer waivers are completed
 - Answers calls and transfers calls to appropriate department if it is not a Patron Services question.
 - Checks voice mail as necessary.
 - Answers directional questions about library and refers patrons to appropriate staff for further assistance.

- Handles title hold reserves in house and by telephone
 - Empties book drop
2. Performs library opening and closing procedures
 3. Remains aware of and applies library policy and procedure to the activities of the Patron Services Department
 4. Completes daily tasks as outlined in Patron Services procedure manual
 5. Performs routine library computer functions
 6. Operates a variety of standard office and library machines, including but not limited to cash register, disc cleaning machine and postage meter.
 7. Attends meetings, seminars, and workshops relating to areas of responsibility.
 8. Uses word-of-mouth marketing to promote library services and events.
 9. Performs other duties as assigned

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work and communicate effectively and courteously with the public and library staff using both written and verbal communication skills, in a friendly and outgoing manner
- Strong commitment to public service
- Demonstration of strong interpersonal skills
- Ability to represent the library in a positive, calm and competent manner
- Awareness of library services available to users of the Lemont Public Library District and Pinnacle Cooperative.
- Ability to learn computer software operations related to the job requirements
- Ability to follow directions

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements for this position include: good speaking, hearing and vision ability, ability to push carts of library materials weighing up to 100 pounds rarely, lifting materials weighing up to 50 pounds rarely and lifting materials up to 25 pounds regularly.

WORKING CONDITIONS:

Work is performed in a typical library environment.

Lemont Public Library is an Equal Opportunity Employer.