

Leavenworth Public Library

Job Description

January 3, 2025

JOB TITLE Patron Experience Assistant

DIVISION Patron Experience

FSLA Non-exempt

GENERAL PURPOSE

The Patron Experience Assistant works directly with patrons, providing excellent service. Performs a variety of routine and complex clerical and technical work in all public service areas, such as managing patron accounts, circulating materials, assisting patrons, answering phone calls, filing and shelving of materials including books, magazines, newspapers, audiobooks, compact discs and DVDs, inputting data, calculating and receiving money.

SUPERVISION RECEIVED

Works under the supervision of the Assistant Director, with oversight and guidance from the Patron Experience Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as the first point of contact with patrons seeking information regarding library services. Ability to maintain confidentiality in all aspects of work.
- Responsible for handling patron inquiries with tact. Develops and maintains effective working relationships with other employees and Next Search Catalog consortium libraries.
- Performs initial intake of library card applications and maintains patron records, requiring judgement as to content, accuracy and completeness.
- Responds to patron requests for technology assistance such as logging into library computers, operating library catalog, fax, print and copy services. Diagnoses problems, refers assistance to the appropriate person when applicable.
- Establishes and maintains thorough understanding of the Library's mission, vision and values.
- Provides material selection support for patrons.
- Supports patrons by processing the local and consortium picklist and proper handling of donated materials.
- Promotes digital content, library services and programs; maintains awareness of library social media.
- Refers questions and inquiries from patrons to the appropriate person when applicable.
- Prepares and maintains information packets for patrons, collects, assembles, updates and stocks promotional materials, brochures and displays.
- Enforces library policies consistently and follows approved library procedures, such as processing materials with issues, performs shelf checks, opening and closing procedures.
- Work schedule, including evening and weekend hours, may vary as needed to ensure patron services are prioritized.
- Other duties as assigned.

PERIPHERAL DUTIES

- Retrieves materials from internal and external book drops.
- Maintains ongoing book and magazine sales, provides assistance during special book sales.
- Operates time and print management software to manage patron access to public computers and print services.
- Assists with programs and events as needed.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

- Maintains composure while working in a high traffic environment and ability to multi-task.
- Knowledge and support of library principles, intellectual freedom, ALA Code of Ethics.

- General knowledge of literature, current trends in all forms of Library materials.
- Functions effectively with minimal instruction and constantly changing priorities.
- Ability to read, write and speak English fluently.
- Working knowledge of cash register, computer software, office equipment and electronic data processing in a Windows-based environment such as Microsoft Word and Excel. Working knowledge of modern office practices and procedures.

EDUCATION, EXPERIENCE, AND TRAINING

Graduation from high school or GED equivalent. Previous experience providing accurate and effective public service in a high traffic environment is required.

PHYSICAL REQUIREMENTS

- Talking, expressing or exchanging information by means of the spoken word; spoken information must be conveyed to supervisor and coworkers accurately.
- Hearing, perceiving the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication and making discriminations in sound.
- Visual acuity to perform activities such as: preparing and analyzing data; viewing a computer terminal; extensive reading; visual inspection of materials, operating computers, copier, printers, scanners.
- Standing by remaining upright on the feet, particularly for sustained periods of time.
- Walking, moving feet to accomplish tasks, move about within shelving, desks, chairs, workstations, carts.
- Balancing, maintaining body equilibrium to prevent falling when walking, standing, pushing, pulling, moving, carrying objects.
- Ability to adjust, move or push objects up to 50 pounds in all directions.
- Pushing and pulling, using upper extremities to exert force on or against something with sustained motion.
- Bending body downward and forward by bending spine at the waist. Kneeling, bending legs at knees and ability to come to rest on knee or knees.
- Lifting, raising object(s) from a lower to a higher position, or vice versa; moving objects horizontally; shifting material within, onto and off shelves, carts, desks, bins.
- Reaching by extending hands and arms in any direction.
- Using hands/fingers to handle or feel, manipulate and grasp objects, typing; constantly operates a computer and other office technology. Feeling, perceiving attributes of objects such as size, shape or texture by touching with fingers.
- Ability to ascend and descend stairs, using feet and legs and/or hands arms.
- Repeating motions that include the wrists, hands and/or fingers.
- Frequently work is in narrow aisles, between shelves, computers, desk and chairs.
- Exposed to inside and outside environmental and atmospheric conditions.
- Some travel to workshops or meetings.

Employees of the Leavenworth Public Library are “employees at will.” *Personnel Policy, section 1*

Employee Signature _____

Date _____

Job descriptions are meant to be general guidelines of the duties and responsibilities of the job and are not intended to list every possible task an employee may be called upon to perform.