

Penn Yan Public Library Job Description

Job title: Library Assistant: Customer Service Department Director

Last updated: November 2017

Job summary: The Director of the Customer Service Department is responsible for setting up procedures for the circulation desk and seeing that the procedures are followed. S/he defines the responsibilities of the staff who work there, ensures that staff are adequately trained, and that their interaction with the public is skillful and polite. Quality management of the circulation desk is important because nearly all the public interact at some point with the desk staff and it is critical that their experience there is positive.

Duties:

Know all aspects of the automation software including: registration, check out, check in, renewals, reserves, overdue procedures, patron accounts, any circulation transaction, and searching. Be able to train and assist staff in its use, as well as be able to use proficiently.

Report any problems or issues with the automation software to the Sirsi Help Desk

Know and be able to explain our services, programs, procedures and policies.

Work with the Director and the Board to set circulation department policies.

Write and document procedures for staff use in the circulation department.

Keep circulation department procedures updated in the online procedures manual.

Promote a high level of public service in all activities of the circulation department.

Supervise clerks and pages involved in working the circulation desk, shelving, reserve calling, overdue notification and MLS deliveries.

Schedule hours for circulation staff at the desk and for other duties. Fill in as needed.

Be responsible for all activities relating to patrons with overdue items including working with the collection agency.

Handle circulation problems with both staff and patrons (in person, by e-mail or by phone)

Help patrons with the use of the OPACs, the website, or general library use.

Maintain circulation area of the library for neatness and be sure supplies are available.

Maintain the AV shelving for neatness and space for new purchases.

Know how to solve simple problems with library machines such as the copier and fax machine, and call for maintenance or repair when necessary.

Know how to solve simple problems with the OPACs, circulation computers, or public access computers, and call the computer technician when necessary.

Work with the Director and other staff to create a positive experience for all patron

Keep the Director informed of any issues involving circulation staff.

Confer with the Director on budget issues for the circulation department.

Machines, tools and equipment used:

PC's with ILS installed.

Barcode scanners
Receipt printers
Laser printer
Public copier
ScanPro
Fax machine
Telephone and voice mail
OPACs

Skills, knowledge and abilities:

Must have and instill in others, excellent customer service skills including communication, positive attitude, tact, and courtesy.
Must maintain library confidentiality as required.
Must work with tact and fairness when supervising, scheduling, & training other staff
Must have organizational, planning and coordinating skills.
Must be able to understand and carry out written and oral instructions.
Must be able to express oneself clearly, orally and in writing.
Must be knowledgeable of the library collection, equipment, policies, procedures and services.
Must be knowledgeable in the ILS software (Or be able to learn it quickly).
Must have ability to do minor fixes or repairs on library equipment, but know when to call in expert help.

Working conditions:

Travel for training and workshops will be required on occasion.
This position requires extensive interaction with staff and patrons in varied situations.
Physical condition commensurate with the demands of the position is needed.

Supervision given or received:

The Executive Director supervises this position.

This position supervises any staff or volunteers while working in the Customer Service Department, which includes the following areas:

1. working the circulation desk (all duties associated with)
2. shelving & maintaining neatness of circulation area
3. calling reserve items
4. overdue notices
5. MLS & deliveries