



# LIBRARY ASSISTANT 2 – PATRON SERVICES (HOURLY)

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## JOB DESCRIPTION

<b>Department:</b>	Patron Services	<b>Benefits</b>	See <i>Leave Policy</i> .
<b>Division:</b>	N/A	<b>Time:</b>	General minimum of 10 hours per week and maximum of 999 hours per year, as determined by Library needs, including evening and weekend hours.
<b>Job Type:</b>	Non-Civil Service	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Patron Services Manager	<b>Pay Grade:</b>	25-H

## **JOB SUMMARY**

A Library Assistant 2 – Patron Services provides library account management, information services, bibliographic instruction, and computer lab assistance to patrons of all ages; assists in preparing and implementing outreach and programs; and provides excellent customer service. A Library Assistant 2 – Patron Services may create and/or maintain schedules for Library staff. Duties require extensive public interaction, and the Library Assistant 2 – Patron Services must be continually positive and friendly while working in a busy environment. A Library Assistant 2 – Patron Services reports to the Patron Services Manager.

## **ESSENTIAL FUNCTIONS**

- Provides routine information services for patrons.
- Assists patrons with the Library catalog, physical and digital resources, and Library technology.
- Provides advisory service to patrons for all materials, including preparation of print or online bibliographies. Helps patrons find the right item, using reading/viewing/listening experience, the library catalog, an awareness of popular culture, and personal knowledge of current affairs and local events.
- Assists in preparing and implementing programs and/or outreach activities for groups of all ages.
- Upholds Library Rules of Behavior and other Library policies and procedures.
- Checks Library materials out, collects fees, explains policies, issues library cards, and maintains patron files.
- Assists with training for new staff members and volunteers.
- Handles monetary transactions with accuracy.
- Shares responsibility for the smooth running of patron service desks and Home Delivery service.

- Assists in updating procedures and training materials.
- Provides support in the creation of marketing materials.
- May be a Notary Public.
- May create and/or maintain schedules for Library staff.
- Performs other duties as assigned.
- Attends department and other meetings as scheduled.

## **JOB REQUIREMENTS**

### **Education & Experience**

- High school diploma or equivalent required.
- One year successful, continuous work experience required.
- Previous customer service or public service, library, and supervisory experience all preferred.
- Training or experience in providing information services and technology assistance desired.
- Experience with electronic resources desired.
- Prior experience with the Polaris ILS desired.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

### **Knowledge of**

- Print and digital information sources.

### **Skills**

- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- Excellent organizational, interpersonal, and decision-making skills to work effectively with patrons and staff.
- Excellent communication skills.
- Physical strength and agility sufficient to perform assigned tasks.

### **Ability to**

- Serve patrons calmly and diplomatically in a consistently friendly and courteous manner.
- Use a variety of workplace technologies, including the Microsoft Office Suite and Internet.
- Learn complex, detailed routines, procedures, and library software.
- Understand and follow detailed oral and written instructions.
- Learn, follow, and enforce all relevant Library policies and procedures.
- Complete work with accuracy while working in a fast-paced environment.
- Work with patrons and staff in a consistently friendly and courteous manner.

- Work in a team atmosphere in a consistently cooperative manner.
- Assume responsibility and work efficiently without direct supervision.
- Work full range of Library hours, including evenings and weekends.
- Work additional hours beyond those regularly scheduled as necessary and based on the Library's needs.

### **Licenses, Certifications, and Memberships Required**

- Willingness to become a Notary Public and to perform all related duties and functions.

### **General**

- Regular schedule may need to be adjusted to meet the needs of the Library.

### **CONTACTS: INTERNAL/EXTERNAL**

- Daily contact with Library staff, volunteers, and patrons.

### **SUPPLEMENTAL INFORMATION**

**Working Environment:** *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff perform outreach at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the Library.

**Physical Strength and Agility:** *Physical strength and agility sufficient to perform assigned tasks:*

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**The Urbana Free Library is an Equal Opportunity Employer.**

Last updated: April 2023