

Seymour Library

Job Title:	Library Associate, Senior Library Associate, Clerk, Youth Services Asst, Library Assistant	FLSA Classification:	Non-exempt
Department:	Library Experiences	Reports To:	Director, Library Experiences

Job Summary:

This department is responsible for how library customers perceive the library through all the interactions with the Library. Customer service is one aspect of the support provided to library customers. Library experience is the overall perception of the Library brand.

Reporting to the Director of Library Experiences, this position is responsible for all aspects of the library customer experience. Rotating through service points, Library Experience staff help customers, provide instructional training, and problem solve at the point of need.

Essential Job Duties and Responsibilities: (Additional Duties as Assigned)

All Library Experience staff

- Responsible for opening the library building and closing and securing the building
- Rotates through all service points, assisting library customers
- Frequently walks through the building to show staff presence; note library customers and security concerns
- Serves as an Ambassador of the Library and is always marketing its programs and services
- Assist library customers with finding their next great read/view (Readers' Advisory)
- Searches, locates or places holds on requested materials
- Assists and educates library customers on new and existing technology (ex. printing, self check, eReaders, etc); assists with troubleshooting technology issues
- Ensures that library customers successfully use reference and readers' advisory services
- Anticipates customer needs by providing previously prepared packets of information
- Assists in the development of information packets
- Maintains and operates computers, office machines, and other library hardware and software
- Conducts community outreach, which may include services to homebound and pop-up library services
- May serve as Person in Charge on occasion
- May develop and maintain collections
- Prepares displays in collaboration with Reader & Information Services staff
- Required to work some evenings and weekends
- Perform all professional development assignments promptly
- Assist with physical maintenance of the collection; shelf reads and moves materials as necessary

Service Points

- Circulation Desk
 - Greets library customers
 - Checks out materials, including computers/ipads; issues guest passes as needed
 - Answers the phone and resolves customer queries, registers customers for programs or curbside pick up
 - Registers and issues new library cards and updates expired cards
 - Assists library customers with copier/printer
 - Assist library customers with finding their next great read/view (Readers' Advisory)
 - Pulls unclaimed holds
 - Perform cleaning tasks as outlined for this service point
- Concierge/Greeter
 - Greets library customers
 - Answers directional questions, assists lost customers
 - Gives tours
 - Assists library customers with copier/printer, self check, and other equipment
 - Shelves holds
 - Deliver curbside items to library customers
 - Straightens shelves in immediate area
 - Refreshes/fills displays in immediate area
 - Assists library customers with finding their next great read/view (Readers' Advisory)
 - Folds newsletters
 - Checks and fills brochures as needed
 - Performs cleaning tasks as outlined for this service point
- Runner
 - Empties the book drop at beginning and end of shift
 - Checks in materials, assessing condition of materials and referring to appropriate department when needed
 - Sorts and shelves materials
 - Processes FLLS delivery (materials and notices)
 - Pulls holds
 - Assists library customers with finding their next great read/view (Readers' Advisory)
 - Straightens shelves
 - Refreshes/fills displays
 - Shelf reads
 - Answers the phone and resolves customer queries, registers customers for programs or curbside pick up
 - Performs cleaning tasks as outlined for this service point
- Person In Charge
 - Makes sure all service roles have the information/materials needed
 - Resolves customer problems
 - Monitors library card email and issues/renews library cards
 - Gives tours
 - Deliver curbside items to library customers
 - Performs cleaning tasks as outlined for this service point
- Additional Service Points
 - Pop-up Library

- Homebound delivery service (Mail It!)
- Tech Help
- Family Place
- History Discovery Center

Other

- Provides exemplary service to library customers in a timely and confidential manner
- Supports all programs, collections and circulation
- Participates in team decision-making, staff development, and training

Required Knowledge, Skills and Abilities:

- Knowledge of new service model and all roles
- Ability to understand the needs of library customers and to connect them to the right resource or service at the right time
- Excellent problem solving skills
- Ability to help customers with basic computer needs, including e-mail, answering MS product questions, and navigating the internet.
- Ability to learn and demonstrate use of library tools
- Excellent people and customer service, enthusiasm, energy and interpersonal skills are required
- Positive and enthusiastic approach to public service; strong customer service orientation.

Physical and Mental Requirements:

- Ability to sit, stand, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, crouch, bend, kneel, climb and perform repetitive motions of the hands and/or wrists
- Moderate mental and visual attention required to perform work dealing primarily with using a computer terminal and reading

Physical Exertion:

- Exerts up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects

Environmental Conditions:

- Work is performed in a typical office setting

Hazards and Safety Precautions:

- *Hazards:* Slips, trips and falls, ergonomic injuries, eye strains, and occasional lifting
- *Safety Precautions:* Breaks are encouraged to allow for stretching and training is provided annually covering slips, trips, and falls, ladder safety, safe lifting and stretching techniques