##

## WESTERVILLE PUBLIC LIBRARY

JOB DESCRIPTIONS

##### POSITION TITLE: LIBRARY ASSISTANT/CUSTOMER SERVICES

##### JOB CLASSIFICATION: ASSISTANT

##### REPORTS TO: MANAGER/CUSTOMER SERVICES

##### SALARY RANGE: RANGE 12; starting pay $11.04/hr

##### STATUS: PART-TIME, 20 HRS/WEEK

###### SUMMARY OF RESPONSIBILITIES

The Library Assistant in the Customer Services Department is responsible for providing excellent customer service to library customers in an effective, efficient and professional manner.

###### RESPONSIBILITIES TO THE PUBLIC

* Maintains confidentiality of all customer records and transactions.
* Works at the Customer Services desks, which includes: issuing and returning library items, sorting items, answering telephones, using department equipment, placing and filling library reserves, shelving items, assisting customers in finding items, placing interlibrary loan requests for customers, completing department forms, providing patrons with printouts of their records issuing library cards, using the public address system, issuing temporary Golden Buckeye cards, providing voter registration, distributing employment applications and occasionally locking and unlocking the two sets of public entrance doors.
* Is responsive to customer needs in a consistent, friendly and professional manner.
* Cooperates with Department Manager, to resolve customer complaints in a pleasant, timely and professional manner.

###### RESPONSIBILITIES TO MANAGER

* Keeps customer records confidential.
* Reports to assigned workstations and completes the duties of the department.
* Works with a minimum of supervision.
* Reports items needing service to the appropriate department.
* Restocking department forms and supplies.
* Works with Department Manager on department issues and attends staff meetings.
* Participates in developing and actively supports library goals and objectives as adopted by Library Administration and the Library Board of Trustees.
* May act in the absence of the Department Manager.
* Performs other duties as may be assigned by the Department Manager.

###### PUBLIC RELATIONS RESPONSIBILITY

* Provides pleasant, accurate, and efficient service to customers.

###### FISCAL RESPONSIBILITIES

* Collects monies for fines, payments for lost or damaged items and replacement library cards.
* Collects monies for Friends of the Westerville Public Library.
* Assists in adding or deducting value from printing accounts.

###### COLLECTION RESPONSIBILITIES

* Refers damaged items and suggested purchases to the appropriate department.

###### PROFESSIONAL RESPONSIBILITIES

* Attends and participates in library related committees, organizations and workshops as required.

###### STAFFING RESPONSIBILITIES

* Keeps Manager informed of potential customer and staffing problems or concerns.
* Provides a positive attitude and interacts with other employees in a friendly, courteous and respectful manner.
* Reports interpersonal conflicts to Department Manager for a positive resolution.
* Represents department through active participation on various Library committees.

###### POSITION REQUIREMENTS

* High school diploma/some college preferred.
* Ability to work independently with little supervision.
* Ability to interact with public in a consistent, friendly and courteous manner.
* Commitment to quality customer service.
* A positive attitude and a willingness to accept change.
* Ability to learn complex computer applications.
* Ability to withstand extensive standing while working.
* Ability to bend and stoop while shelving books on carts.
* Ability to lift items, push and pull loaded book carts.

For Application and other details see the Westerville Public Library website Careers page at

http://westervillelibrary.org/careers.

EOE

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