



**TITLE:** Patron Services Associate  
**DEPARTMENT:** Patron Services  
**REPORTS TO:** Patron Services Department Head  
**FLSA STATUS:** Non-exempt

**JOB SUMMARY:**

Greets and assists patrons in the use of the library and presents the library and its services in a positive manner. Performs circulation and registration operations in accordance with established library policies and procedures. Promotes in-house programs and events.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greets and assists patrons both in person and on the phone in a manner that ensures a positive patron experience.
- Performs circulation and registration functions following department and library policies and procedures.
- Searches for overdue materials before notices are sent to patrons/other libraries.
- Promotes and registers patrons for library and reading programs and other special events.
- Responsible for ticket sales for community events.
- Responsible for processing paperwork for gifts (memorials, magazines, etc.).
- Handles all SWAN Consortium interlibrary loan requests and direct interlibrary loan requests.
- Notifies patrons by phone when requested materials are available.
- Accepts material donations from patrons and processes for retention or sale.
- Opens and closes library, as needed.
- Attends library staff meetings.
- Monitors patron activities and report inappropriate behavior to a Department Head or Person in Charge (PIC).
- Responsible for pick-up and recording of library materials that are used in-house.
- Responsible for issuing guest passes for internet use.
- Sale of miscellaneous office supplies.
- Assists in the maintenance of the Lobby paperback exchange rack.
- Processes newspapers on weekends and updates Best Seller lists.
- Puts up meeting room signs to identify public meetings.
- May be assigned shelf reading in any collection.
- Pre-sorts checked in materials in preparation for shelving.
- Performs other duties as requested.

**PHYSICAL/MENTAL REQUIREMENTS:**

- Extensive standing; some sitting, stooping, bending, lifting books up to 25 pounds, and pushing carts loaded with books. Requires repetitive hand and shoulder movement
- Requires mental alertness and attention to detail.
- Must be able to clearly communicate in English both orally and in writing.
- Good hand dexterity for computer.
- Ability to learn new technology
- Ability to show initiative, enthusiasm, and resourcefulness in staying engaged during work periods

- Ability to exercise tact and decisiveness in a pleasant manner when dealing with patrons
- Ability to pay close attention to details while handling several tasks simultaneously
- Ability to be able to maintain good working relations with other staff members

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education:** High School diploma or equivalent.

**Experience:** Customer service or sales experience preferred.

**Skills:** Must fulfill the technology skill and knowledge as outlined in the Technology Core Competencies.  
Demonstrated ability in interpersonal and communication skills. Pleasant phone manner.

**JOB SETTING/ENVIRONMENTAL/SOCIAL CONDITIONS:**

- Must maintain professional manner in appearance and when dealing with patrons, staff, and others.
- Must be able to work independently as well as with a team.
- Required to work evenings and weekends. Flexibility with scheduling is essential.

**Review Acknowledgement:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor / Department Head

\_\_\_\_\_  
Date

**Updated 02/2018**