



Westerville Public Library

DELIVERING THE FUTURE

WESTERVILLE PUBLIC LIBRARY JOB DESCRIPTIONS

POSITION TITLE:	<i>LIBRARY ASSISTANT/CUSTOMER SERVICE</i>
JOB CLASSIFICATION:	<i>LIBRARY ASSISTANT II</i>
REPORTS TO:	<i>MANAGER/CUSTOMER SERVICES</i>
SALARY RANGE:	<i>RANGE 12</i>

SUMMARY OF RESPONSIBILITIES

The Library Assistant in the Customer Service Department is responsible for providing quality circulation services in an effective, efficient and professional manner.

RESPONSIBILITIES TO THE PUBLIC

- Maintains confidentiality of all customer records and transactions
- Works at the Circulation desks, which includes: issuing and returning library items, sorting items, answering telephones, using department equipment including the Pitney-Bowes photocopier, placing and filling library reserves, 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
- Rechecking department forms, ordering supplies, and keeping statistics
- 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 Library Debit Cards

COLLECTION RESPONSIBILITIES

- Refers damaged items 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 services
- 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

I have read and agree to uphold the standards established herein. Furthermore, I will strive to promote the philosophy of the Westerville Public Library by performing these tasks to the best of my ability.

Signature

Date

Michelle L. Morrison, HRM

Date