

WILLOUGHBY-EASTLAKE PUBLIC LIBRARY
BARGAINING UNIT POSITION

JOB CLASSIFICATION: Public Services Support Staff

REPORTS TO: Library Manager

POSITION SUMMARY: Provides Reference (adult or children's) and Circulation support according to schedule assignment. Works designated hours scheduled at all four libraries each week.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service in accordance with the WE Care program standards
- Provides reference and readers' advisory services to all age groups with emphasis on young adults and adults
- Helps staff and patrons in the use of Library resources & equipment
- Provides point-of-use instruction on eReaders, tablets, and portable devices.
- Assists with the development and presentation of programs in-house and in the community
- Promotes the Library in the community by attending or participating in appropriate civic, school, and community activities as requested
- Assists with meeting room use
- Assists in maintaining appearance and cleanliness of the library
- Assists with opening and closing procedures
- Performs other duties as deemed appropriate by Management, including Circulation Support Staff and Page duties
- Performs circulation activities, including checking in/out, transiting and renewing materials
- Processes library card applications and updates borrowers' records
- Collects and maintains requested materials including notifying borrowers of items on reserve
- Handles agency's monies
- Processes, inventories and maintains periodicals
- Processes overdue notices
- Assists patrons in the use of library equipment
- Performs other clerical and public service duties as deemed appropriate or necessary by the Head of Circulation, Circulation Manager or the Building Manager, including Page duties

QUALIFICATIONS:

- Bachelor's degree
- Prior customer service and computer experience in a library setting preferred

KNOWLEDGE, SKILLS, ABILITIES:

- Ability and willingness to learn and perform routine library procedures
- Ability to follow direction
- Ability to effectively share knowledge with staff and/or public
- Diversified reading interests along with knowledge of books and authors
- Proficiency using personal computers, including research databases, search engines and software
- Excellent communication and interpersonal skills
- Ability to learn and tactfully apply Library policies and procedures
- Good organizational skills
- Ability to work days, evenings, and weekends as required

EQUIPMENT AND EFFORT REQUIRED:

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to perform repetitive tasks, operate office equipment, and process library materials
- Ability to move items and materials up to 30 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required