

## County of Calhoun



### Job Description

**Job Title:** Patron Services and Teen Programs Assistant

**Department:** 2800 - Library

**Reports To:** Library Manager; Youth Services Librarian

**FLSA Status:** Non-Exempt

**Prepared Date:** 5/18/2011

**Approved By:** Kristen Simensen

**Approved Date:** 3/23/2016

#### Summary

Under limited supervision is responsible for the delivery of basic circulation, reference and technology services provided to patrons for the Calhoun County Library.

#### Essential Duties and Responsibilities

The duties outlined below represent the majority of responsibilities required to execute this position. Other duties may be assigned related to this type of work as necessary.

- Performs daytime and evening circulation at the Library under the supervision of the Library Manager; may supervise clerks and volunteers.
- Maintains knowledge and use of circulation functions of library's Integrated Library System (ILS) software; consults and shares information with fellow staff members.
- Registers library patrons and updates patron information with a high degree of accuracy in the ILS.
- Performs basic reference transactions.
- Provides basic technology assistance to fellow staff and the public when required.
- Records statistical information about face-to-face and telephone service transactions; Records telephone transactions, security issues and patron complaints.
- Maintains awareness of new titles and recent additions to the collection; provides basic reader's advisory services to the public.
- Assists Youth Services Librarian in planning and delivery of Teen programs.

#### Other Important Responsibilities

- Retrieves materials from the book return bins and prepares materials for reshelving or transit.
- May act as consultant or advisor to patrons.
- Remains aware of safety and security issues and takes appropriate action as needed.
- Develops and participates in special projects and activities as assigned; performs other duties as

assigned.

- Some evening work required on weekly basis. May work occasional weekends and community festivals. Schedule subject to change.
- Some understanding of basic aims and services of library, policies, procedures, materials and practices.
- General awareness of books and authors, especially those related to teens.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Judgment** - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Two years of college or technical school training; or six months to one year related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **Computer Skills**

Knowledge of software and protocols to assure high level of public workstation availability; Microsoft Office

applications; PC and print management software; public wireless access and protocols; ability to acquire and use constantly changing technology skills as required.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

### **Work Environment**

The noise level in the circulation work environment is usually quiet. The teen programs tend to be more dynamic and include appropriate levels of noise to activities such as creative projects, movies, and high energy games.

Calhoun County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**This job description does not constitute an employment agreement between the County and the employee and is subject to change by the County as its needs and requirements of the job change.**