

Lincolnwood Public Library District  
Job Description

**Position Title:** Assistant - Patron Services  
**Supervisor Title:** Patron & Technical Services Manager  
**FLSA Status:** Non-Exempt  
**Last Updated:** September 2022

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### Minimum Qualifications

High School diploma or current student. Previous experience working or volunteering in public service desired. Intermediate to advanced computer and information technology skills.

### Job Responsibilities

Under the supervision of the Head of Patron Services perform various functions relating to the circulation and processing of library materials and providing assistance to patrons.

### Primary Duties

1. Provide friendly, efficient, and knowledgeable customer service.
2. Regularly work the circulation desk, and perform all circulation desk functions, including checking materials in and out, issuing library cards, processing reserve requests and renewals, curbside pickups, contacting patrons about damaged materials and other problems, and answering and routing telephone calls.
3. Resolve patron questions and concerns, and refer unresolved problems to the Head of Patron Services or appropriate staff member.
4. Prepare overdue notices and billing notices as assigned.
5. Accept payment for fines, fees, and other transactions.
6. Process and shelve materials. Shelf read and perform inventory to maintain collection accuracy, with attention to high traffic areas such as the café and lobby.
7. Process and distribute materials in daily delivery.
8. Respond to requests from other libraries for materials in our collection.
9. Physically prepare materials, including stamping, covering books, applying labels and stickers.
10. Mend all materials that need to be repaired, including performing disc cleaning tasks.
11. Perform catalog database maintenance as assigned.
12. Assist and instruct patrons using virtual resources, downloading digital content, using publicly available technology including computers, printers, copiers, scanners, fax, etc.
13. Collect accurate and up-to-date statistics about the use of the collection and library services.

### Additional Duties

- Stay abreast of new technologies and library trends.
- Serve on committees of library and community organizations in order to identify resources and services that respond to the needs and interests of the community.
- Assist with other duties and projects as assigned.

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**General Performance Requirements – Annual Evaluation**

In order to perform these duties effectively and in a manner consistent with the library's commitment to high quality public service, the employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities. These performance categories are what the position's annual evaluation is based on.

- **Maintains Flexibility** – The staff member willingly accepts a variety of responsibilities, adapts to new situations in a positive manner, displays an openness to learning and applying new skills, works well with others across all departments, is resourceful and generally seeks to improve.
- **Demonstrates Credibility** – The staff member shares information with others when appropriate, acts independently while keeping the supervisor informed, performs work according to current guidelines and directives, maintains standards as defined in the employee handbook, and exhibits ability to research and evaluate facts before taking action.
- **Customer Service & Communication** – Staff are expected to promote equal opportunity, respect, and protect the rights of patrons. Staff will respond to patron needs within agreed time frames, address conflicts and problem situations with patience and tact, listen to others and communicates with clarity. Opinions and disagreements are conveyed in a professional way.
- **Quantity & Quality of Work** – The staff member meets all goals and objectives for the performance period, completes all assignments, and meets deadlines. Their work is organized and presented professionally, thorough and complete, and free of flaws and errors.
- **Availability for Work** – Attendance supports the expected level of work, the staff member follows schedules and assigned shifts, and meets all Library standards for attendance and punctuality.