

## ***Patron Services Aide: Substitute***

(This position is non-exempt from FLSA regulations)

### **Nature of work:**

Performs duties related to patron access to materials of all format and a wide range of patron services.

### **Essential Responsibilities:**

- Assists with all patron account access services.
- Assists with registration of patrons.
- Properly processes payments of all kinds.
- Registers patrons for programs.
- Shelves materials as necessary.

### **General Responsibilities:**

- Checks in and out materials; inspects materials for damage, verifies due date and collects fines and fees;
- Assists patrons with basic informational questions;
- Sorts materials and prepares for re-shelving;
- Issues library cards and updates patron registration forms according to established procedures.
- Performs routine duties requiring the use of a variety of forms, reports or procedures.
- Provides other basic patron assistance such as locating materials requested or providing general information.
- Maintains departmental or area records.
- Performs miscellaneous clerical duties such as filing, typing, sorting or photocopying.

### **Physical Demands:**

- Frequent walking, standing (upwards of two hours at a time) and sitting
- Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels.
- Extensive bending, stooping, pulling, reaching, handling and feeling.
- Manual dexterity; ability to operate computer keyboard and mouse.
- Good vision; correctible to 20/20 and in color.
- Clear speaking voice and good hearing.

### **General Requirements for All Library Employees:**

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff and department meetings.

### **Job Specific Requirements:**

1. Knowledge: This position requires a working knowledge computers including familiarity with Microsoft Office.
2. Skills and Abilities: This position requires strong customer service skills and an understanding of the Polaris ILS software; ability to perform a variety of duties without supervision, to communicate orally and in writing, to follow written and verbal instructions; ability to establish and maintain effective working relationships with coworkers, supervisors and the public.
3. Education and Experience: The above knowledge, skills and abilities are typically acquired through a minimum of two years of college.

The ideal Patron Services Aide has:

- knowledge of the alphabet and decimals
- ability to accurately organize materials
- ability to lift, move and reach high and low shelves
- basic computer skills
- strong public relations skills

### **Compensation:**

Hourly wage of \$9.25

### **Work Schedule:**

This position is of a substitute nature without an established regular work schedule. Shifts will be published eight weeks in advance when possible. Additional shifts will be added on an on-call basis. Generally, this position averages six hours per week.

***Send a letter of interest with the subject "OPEN POSITION"  
to [cgilmore@mclinc.org](mailto:cgilmore@mclinc.org)***

***Please include contact information for three work-related references  
Availability to begin this position immediately is preferred***

ADA/EOE