

Patron Services Assistant

The Riverside Public Library is seeking an enthusiastic individual with a strong commitment to exceptional customer service to work in our Patron Services Department. As part of the Patron Services team, this position will promote new and existing library services and participate in various library events and activities. Creativity, flexibility, good sense of humor, and a welcoming attitude while providing customer service to patrons of all ages.

Position Description:

- Reports to Patron and Computer Services Manager
- Staffs the Patron Services desk greeting patrons with a friendly and welcoming manner
- Answers basic informational questions in person and on the phone with prompt, courteous service
- Handles material check out, check in, renewals, holds and other patron questions and concerns
- Collects fees, fines, and payments for lost and damages material
- Issues library cards, creates, updates and edits patron records
- Maintains accurate records in library database
- Assists patrons with library computers and the copier/scanner/fax
- Promotes materials, programs, events and services provided by the library
- Empties the book drop as needed; shelves material and performs shelf maintenance duties as assigned
- Performs other duties as assigned

Minimum Qualifications

- Strong commitment to public service and excellent customer service skills
- Previous experience in a library or customer service position is preferred
- Bilingual (Spanish) required
- Strong communication skills
- Attention to detail and the ability to recall detailed policies and procedures without supervision
- Must possess the ability to think and respond quickly to problems
- Ability to deal calmly and professionally with patrons and problems
- High school diploma or equivalent is required
- Computer literacy and experience with Microsoft Office
- Experiences with SirsiDynix WorkFlows is a plus
- Ability to work evenings and weekends is required
- Applicants must have very flexible availability and may be required to work additional daytime/evening/weekend hours if needed

Physical Demands

- Constant standing and walking
- Ability to lift up to 30 lbs. and push or pull a cart in excess of 75 lbs.
- The ability to bend, reach, handle and shelve books
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Hours

- Thursday: 5-9 pm (5-8 in the Summer)
- Friday: 9-5 pm
- Two Saturdays per month: 9-3 pm
- Additional flexibility is highly desirable

Salary

- **\$14.35**

A resume, cover letter, and three work references can be emailed to:

shroyers@riversidelibrary.org

Sharon Shroyer, Patron and Computer Services Manager

Riverside Public Library

1 Burling Rd., Riverside, IL 60546

or dropped off at the library at the Patron Services Desk