



PATRON SERVICES SPECIALIST

JOB DESCRIPTION

Department: Patron Services	Benefits: Yes
Division: N/A	Percent Time: Full Time (39 hours per week), including evening and weekend hours.
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Patron Services Manager	Pay Grade: 27

JOB SUMMARY

The Patron Services Specialist coordinates the Library’s Home Delivery service, conducts department training, and serves as the lead scheduler for Patron Services desks. They also coordinate the Library’s volunteer program, including application review and placement, onboarding, and record keeping. They also perform all duties of the Library Assistant 2 – Patron Services. The Patron Services Specialist reports to the Patron Services Manager.

ESSENTIAL FUNCTIONS

Patron Services Specialist

- Serves as lead scheduler for Patron Services desks.
- Coordinates all Home Delivery to individual residences and senior communities.
- Recommends and implements services within the Patron Services department with a focus on senior communities.
- Coordinates and conducts training for all newly hired Patron Services staff.
- Coordinates Library displays.
- Assists the Patron Services Manager in determining workflow and department priorities.

Library Assistant 2 – Patron Services

- Provides routine information services for patrons.
- Assists patrons with the Library catalog, physical and digital resources, and Library technology.
- Assists in preparing and implementing programs and/or outreach activities for groups of all ages.

- Upholds Library Rules of Behavior and other Library policies and procedures.
- Checks Library materials out, collects fees, explains policies, issues library cards, and maintains patron files.
- Handles monetary transactions with accuracy.
- Shares responsibility for the smooth running of public service desks.
- Assists in updating procedures and training materials.
- Assists with creation of marketing and display materials and resource lists.
- May be a Notary Public.
- Performs other duties as assigned.
- Attends department and other meetings as scheduled.

Volunteer Coordination

- Coordinates Library's volunteer program, including application review and placement, onboarding, and record keeping.
- Surveys Library staff for volunteer project needs and develops plans for meeting those needs.
- Serves as liaison to and contact for community volunteer groups and communicates opportunities to these groups.
- Evaluates all aspects of volunteer programs to ensure effectiveness; recommends and implements changes as appropriate. Maintains accurate records; provides timely statistical and activity reports on volunteer participation and other key statistics monthly and as requested.
- Updates volunteer procedures manual as necessary.
- Coordinates volunteer appreciation efforts.

JOB REQUIREMENTS

Education & Experience

- High school diploma or equivalent required.
- One year successful, continuous work experience.
- Public service, library, and supervisory experience all preferred.
- Training or experience in providing information services and technology assistance desirable.
- Experience with electronic resources desired.
- Prior experience with the Polaris ILS desired.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

Knowledge of

- Print and digital information sources.

- Working knowledge of basic word processing and spreadsheet software, plus additional Microsoft Office modules.
- General office and clerical procedures.

Skills

- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- Excellent organizational, interpersonal, and decision-making skills to work effectively with patrons and staff.
- Excellent communication skills.
- Physical strength and agility sufficient to push loaded book trucks, to lift and carry up to 50 pounds, and to access high and low shelves.

Ability to

- Learn complex, detailed routines, procedures, and library software.
- Understand and follow detailed oral and written instructions.
- Learn and follow all relevant Library policies and procedures.
- Complete work with accuracy while working in a fast-paced work environment.
- Work with patrons and staff in a friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.
- Assume responsibility and work efficiently without direct supervision.
- Work full range of Library hours, including evenings and weekends.
- Work additional hours beyond those regularly scheduled as necessary and for the Library's needs.

Licenses, Certifications, and Memberships Required

- Willingness to become a Notary Public and to perform all related duties and functions.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with patrons, staff, and volunteers.
- Occasional contact with community volunteer groups and vendors.

SUPPLEMENTAL INFORMATION

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Works in close association with others.
- Occasionally, staff perform outreach at offsite locations.
- Work is subject to deadlines and frequent interruptions.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the department.

Physical Strength and Agility:

Physical strength and agility sufficient to perform assigned tasks:

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is occasionally required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

The physical demands described herein 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.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: April 2023