

**Department:** Library  
**Title:** Library Assistant – Patron Relations  
**Division:**  
**Reports To:** Circulation Manager  
**Date:** January 2020  
**Status:** Nonexempt

*The library reserves the right to modify this and every job description in whole or in part at any time.*

### **Work Schedule**

Full time, primarily evenings with some weekend hours.

### **General Job Description**

Under general supervision, works collaboratively across library departments to promote and maintain a safe and secure environment while interacting with users and staff in a positive and professional manner. This position works to create working relationships with patrons, foster cooperation and goodwill, preserve order, promote safety and security, enforce patron expectation and behavior policies, deter misconduct, and safeguard assets.

### **Distinguishing Features of Position**

- Extremely high level of direct public contact regularly, including staff support
- Flexibility to handle situations at all three locations and across departments
- Significant freedom in negotiating expectations of patron behavior in accordance with library policies, procedures, and guidelines
- Total access to patron database and patron accounts in alignment with state and federal privacy regulations
- High level of accuracy and strong attention to detail needed in fulfillment of duties
- Ability to work under stressful conditions, exercise good judgement, and respond quickly in emergencies
- Excellent interpersonal and conflict resolution skills
- Ability to communicate clearly, both verbally and in writing
- Ability to resolve conflicts and negotiate solutions without resorting to force or provoking unneeded conflict
- Ability to elicit cooperation and compliance under difficult or stressful circumstances

### **Primary Duties**

- Circulates among visitors and employees to preserve order and protect property while ensuring a positive patron experience
- Makes regular rounds of the interior and exterior of the library's facilities
- Patrols and monitors library facilities in order to identify, prevent, and respond to violations of Patron Expectations and Behavior Guidelines or other library policies

- Evaluates problems related to library security and takes appropriate preventative and protective actions, requesting managerial support if needed
- Investigates and handles disturbances, responds to staff calls for assistance, and, as needed, initiates calls to police or other emergency personnel
- Enforces banning policies and procedures when necessary, participates in re-instatement meetings
- Records and maintains necessary documentation, including documentation of incidences in a professional manner on the Incident Reporting System
- Utilizes library-related technology including but not limited to: camera surveillance system, electronic incident reporting system, email, and voicemail
- Assists in closing procedures and ensures building is clear prior to locking up
- While on duty during emergency situations, acts as the Designated Evacuation Coordinator

### **Secondary Duties**

- Participates in training (annually at minimum) on relevant topics such as mental health, homelessness, security, crisis intervention, or other manager approved topics
- Serves as a training resource for staff
- Assists department managers in all duties and projects related to the functions and responsibilities of the departments. These niche duties are assigned according to changing departmental needs and individual staff strengths/talents
- Attends and participates in departmental and library meetings as approved
- Develops and maintains a high level of knowledge and awareness of library policies, operations, services and programs and communicates them routinely and effectively to customers and co-workers
- Provides support for library wide programs
- Recommends policy additions or changes
- Other duties as required

### **Knowledge, Skills, and Abilities**

- High school diploma or equivalent.
- Knowledge of accepted practices relating to security operations, particularly those that relate to public facilities.
- Excellent observation skills, an ability to remain alert and attentive, anticipate potential disruptive behavior and safety or security threats and take preventative action.
- Ability to prepare clear, detailed and accurately written reports.
- Knowledge of community resources (safety, emergency, social services).
- Ability to work well with staff and public.
- Personable, with a good professional image and attitude, and enthusiasm for public library work.
- Able to understand and perform routine library procedures.
- Able to communicate effectively with staff and public; fluent in English.

- Personal computer fluency including e-mail, Microsoft Office or comparable office software.
- Able to be well organized and prioritize tasks.
- Able to act calmly and with composure in difficult situations.
- Ability to communicate effectively with all segments of the population
- Work successfully in a team environment.
- Dependable work and attendance habits.
- Able to create and maintain effective public relations.
- Some knowledge of library materials, techniques, and procedures is desirable.
- Ability and initiative to work independently and efficiently with minimal direction.
- Valid driver's license.

### **Physical Demands**

- Frequent walking, standing (upwards of 2 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; correctable to 20/20 and in color.
- Clear speaking voice and good hearing.
- Ability to perform the physical activities inherent in security duties, such as walking, running, standing, rapidly ascending and descending stairs in emergency situations

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

- Performs specific job duties to standards specified by the department manager and/or dictated by professional training.
- Adapts to change.
- Identifies the feelings and perspectives of others (empathy)
- Develops and maintains positive working relationships with co-workers.
- Persuades others logically (persuasion)
- Comprehends and follows library policies and procedures.
- Develops an awareness of and attends to library-wide operations and needs
- Exercises good judgment at all times. (ethics)
- Meets physical requirements of specific job title. (stamina)
- Assumes personal accountability for work (responsibility)
- Participates in staff and department team meetings.

## **Core Competencies for All Library Employees**

- Continuous Learning: Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- Flexibility: Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Adjusts rapidly to new situations warranting attention and resolution.
- Service Motivation: Enables others to acquire the tools and support they need to perform well. Shows a commitment to public service. Influences others toward a spirit of service.
- Team Building: Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization.
- Customer Service: Balances interests of a variety of clients. Readily readjusts priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. Is committed to continuous improvement of services.
- Interpersonal Skills: Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- Oral Communications: Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- Written Communications: Expresses facts and ideas in writing in a clear, convincing and organized manner.

## **Job Performance Standards**

- Actively supports La Crosse Public Library's mission
- Maintains patron confidentiality and library rights
- Adheres to library guidelines, work rules and other employee information
- Conveys a courteous and professional attitude
- Fosters and maintains positive public relations for the library within the community