

PARK RIDGE PUBLIC LIBRARY  
JOB DESCRIPTION

Job Title: Coordinator

Department: Patron Services

Reporting Relationship:

Reports to Patron Services Manager

Position Summary:

Patron Services Coordinator provides excellent customer service, assists in the circulation of Library materials, and leads the team when management is not present.

Essential Job Duties and Responsibilities:

- Accurately performs essential circulation functions and procedures
- Act as a reliable resource to staff and patrons
- Resolve and contact patrons regarding shelf-checks
- Delivers repairs to Youth Services and Adult Services
- Process online library applications and respond to electronic patron inquiries
- Process daily patron notices
- Provide training to new associates and trains existing staff on implementing new procedures
- Assist in the supervision and workflow of the department
- Complete opening and closing procedures
- Serves as Person in Charge
- Lead the team in the absence of management
- Solve complex patron issues
- Maintain good understanding of ILS and statistical report software
- Maintain relevant circulation reports and statistics as needed
- Troubleshoot technical issues with computers, return station and checkout stations
- Report technical issues to Manager regarding ILS and RFID equipment and software
- Process OCLC Worldshare Interlibrary Loan requests in the absence of the ILL Coordinator
- Complete work on special projects as assigned
- Maintain and increase skills and knowledge through continuing education
- Other duties as assigned

Qualifications:

- High school diploma
- Minimum 2 years of Customer Service experience
- Proficient in Microsoft Office, Google Drive and email applications
- Must possess a positive attitude and work well in a team environment
- Effective multitasking abilities
- Ability to work independently and to complete assigned tasks accurately
- Ability to file materials alphabetically and numerically

Working Conditions/Physical Requirements:

- Ability to stand, kneel and stoop for long periods of time
- Ability to lift and carry materials

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- Ability to push and pull a loaded book cart in excess of 75 pounds
- Ability to read printed information on library materials
- Ability to effectively communicate with patrons and staff
- Ability to reach and complete repetitive movements
- Ability to balance on stool and reach materials
- Ability to deliver materials to patrons in parking lot during inclement weather

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

*The Park Ridge Public Library is an Equal Opportunity Employer and will make reasonable accommodations to disabled persons in performing his/her job responsibilities.*