

## Schaumburg Township District Library Job Description

**Job Title:** Reserves Desk Assistant  
**Department:** Circulation  
**Reports to:** Reserves Supervisor/Director of Circulation  
**FLSA Status:** Non-Exempt  
**Classification:** Grade 3

### **SUMMARY**

The Reserves Desk Assistant is responsible for retrieving and processing reserved Library materials, locating missing materials and answering patron inquiries and giving information to the Registration Desk in order to update patrons' records. The Reserves Desk Assistant accomplishes this by looking in the Library's collections and addressing patrons over the telephone, in-person, or by email.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Process all Library reserve materials for patrons and Library employees, following the automated notification system protocol.

Email or telephone patrons for whom the automated notifications did not go through, following a standardized script

Research and resolve problems of mismatched and missing reserve materials.

Run On-Shelf Holds report, if directed, and locate the items listed on the report for Reserves processing.

Assist patrons with Reserve questions and answer general ready-reference inquiries or directional questions about the Library and its services.

Process reserve items not picked up after the required four-day period; remove hold and process items for the next patron in the queue or return items to the appropriate circulating collections.

Maintain Not Picked Up (NPU) file; document efforts to contact patron regarding the availability of the items.

Report any new information to the patrons' record to the Registration Desk.

Respond to telephone, voice mail, and electronic mail inquiries from patrons and employees.

Make basic repairs on library materials; forward damaged items to Technical Services for more complex repairs.

Work with all library departments and Branches in an efficient and friendly manner.

Maintain desk statistics.

Resolve simple patron complaints as they apply to the Reserves Area or refer more complicated issues to the Reserves Area Supervisor.

Communicate problems with the Reserves Area Supervisor.

Maintain working knowledge of the SIRSI computer system, which includes our catalog and other hardware and software used in the Reserves Area, including screen changes and adapting to new programs and equipment.

Maintain familiarity with Library and Reserve Area procedures by reading e-mails, daily logs, and memorandum.

Treat all patrons and employees fairly and with an open mind; maintain patron and employee confidentiality.

Communicate problems that arise with supervisor or designee; particularly situations where patrons are not following Patron Code of Conduct.

Communicate clearly in English, either in person, on the telephone and in writing; maintain the ability and patience to understand and be understood by non-English speaking patrons.

Keep apprised of Library programs, policies and procedures, and building layout to most effectively assist patrons.

Maintain working knowledge of computer systems and technology needed in the position or as an employee.

Abide by the Standards of Excellence for employees, and the employment policies and procedures of the Library.

Cope with the stress of the job and get along with coworkers.

Attend meetings and training as required or requested.

Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

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**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**COMPUTER SKILLS**

Ability to use workplace technology including email, internet, intranet, and Library database systems.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

No certificates, licenses, or registrations are required for the job.

**PHYSICAL DEMANDS**

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee frequently is required to walk and sit. The employee is regularly required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and move a cart up to 100 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here 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 noise and activity level in the work environment is usually moderate, but can be high.

**COMMENTS**