

Please send a resume, letter of interest, and two references to director@phillipsfreelibrary.org or Phillips Free Library, 37 S. Main St., Homer, NY 13077.

Desk Staff Job Duties and Tasks

Customer Service is the most important element of the job. In addition to checking items in and out at the circulation desk, you are responsible for greeting patrons when they come into the library, searching the catalog for books and information, helping patrons locate books and information, placing holds, providing programming information, assisting patrons in signing up for programs, and actively promoting library programs and events.

Other customer service responsibilities:

- Registering new patrons and issuing library cards; enter and update patrons' records on computers.
- Assisting patrons with computers, the copier/printer, and fax machine.
- Answering routine inquiries, including by phone and email.

Other tasks:

- Sorting all checked-in items according to established procedure and shelve them; shelf-read.
- Preparing and receiving materials to and from other FLLS libraries.
- Inspecting returned books and DVDs for condition. Place necessary items in repair.
- Troubleshooting the public computers.
- Stocking the food pantry and keeping it presentable.
- Taking action when patrons behave disruptively.
- Supervising volunteers, and student assistants.
- Assisting the director in the maintenance of the collection, including inspecting items for replacement and helping with weeding.

Knowledge of and experience of the following are desirable but not required:

- Providing reference services to patrons: recognizing reference questions, conducting a reference interview, instructing patrons on searching for information in the card catalogs or databases, and referring patrons who need further assistance to the director.

- Assisting patrons in selecting substitute titles when requested materials are unavailable following criteria such as age, education, and interests.