



**SAINT PAUL
PUBLIC LIBRARY**

What's My Job?

Library Customer Service Assistant I



SUMMARY

Library Customer Service Assistant I's connect library services to users, including collections and technology.

They check materials in and out, prepare items to go out for delivery and sort items coming in, and retrieve and reshelve materials. They provide customer service with circulation and technology assistance.

They work independently and as part of a team.

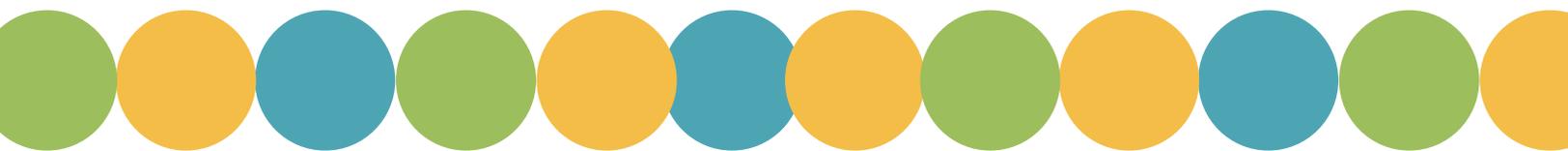
Reports to:

Library Customer Service Assistant III
Librarian I
Librarian II

Supervises:

None

"My job is important because I keep the library collections organized for library users every day. I support SPPL through my work by making sure the collection is usable for everyone."



What are my **responsibilities**?

Create a great library experience

- Live the Library Experience Promise by welcoming all patrons
- Provide directional assistance on the library floor. Retrieve items for library patrons.
- Create and update library cards
- Handle payment for lost and/or damaged items
- Assist customers with technology: self-checkout, photocopier, fax, and printer
- Share information about library programs and services
- Assist with opening and closing procedures
- Support safety and customer service through situational awareness.

Take care of the collection

- Empty book drops and sorter bins.
- Check in materials returned to the library.
- Reshelve materials alphabetically and numerically using call numbers.
- Retrieve items on pick lists and process holds.
- Search for missing items.
- Assist with packing, unpacking and processing items in the daily delivery.
- File holds for customer self-checkout.
- Add and delete items in the library database.

Contribute to library business

- Order and restock supplies.
- Refill paper and ink in copiers and printers.
- Participate in team meetings, huddles, and 1:1s.
- Read and respond to email and other communication.

Contribute to SPPL priorities

- Support branch level programs and services
- Serve on systemwide teams, task forces, or committees.
- Participate in training opportunities. Share learning with other staff. Model racial equity philosophy and strategies.



Depending on goals and planned work, there may be additional responsibilities that are not detailed here. Your manager will work with you on these.