



**SAINT PAUL
PUBLIC LIBRARY**

What's My Job?

Library Customer Service Assistant II



SUMMARY

Library Customer Service Assistant IIs welcome all library users, help them connect to library services, and create a sense of belonging. They coordinate material workflows and

provide customer service, while working as part of a clerical team and branch team. LCSA IIs assist in providing patrons information, materials, and technology resources. They serve as resources for circulation policies and troubleshooting.

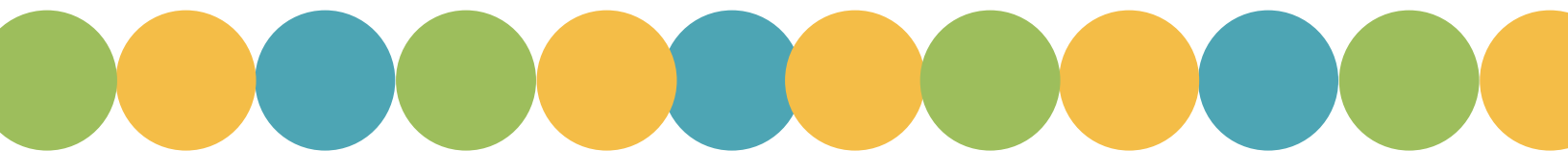
"My job is important because I help library patrons connect to our services every day. I support SPPL through my work by providing customer service and supporting co-workers."

Reports to:

Library Customer Service Assistant III
Librarian I
Librarian II

Supervises:

None



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

Take care of the collection

- Reshelve materials returned to the library.
- Empty book drops and sorter bins.
- Retrieve items on pick lists and process holds.
- Make decisions about items on the “problem shelf.”
- 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 safe library spaces

- Follow opening and closing procedures.
- Stay aware of restroom use.
- Know where keys are.
- Direct patrons to the posted library conduct policy.
- Monitor security cameras.
- Practice situational awareness and open communication.

Contribute to library business

- Guide clerical workflow. Answer questions from LCSAs.
- Train and onboard new staff.
- Prepare and upload cash deposits.
- Consult with managers on circulation issues
- Recommend process improvements.
- Order and restock supplies.
- Participate in team meetings, huddles, and 1:1s.
- Read and respond to email and other communication.

Contribute to SPPL priorities

- Support branch level programs
- Serve on systemwide teams, task forces, or committees.
- Participate in training opportunities. Share learning with other staff.

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

