
New Castle Public Library

Library Worker IV - Customer Service Representative—Data Specialist Job Description

GENERAL SUMMARY

The Customer Service Representative—Data Specialist charges and discharges library materials in accordance with established library policies and procedures; greets and directs library customers; processes new customer accounts and handles established accounts, including collecting fines and fees and recording monetary transactions. Fields in-person and telephone informational and directional questions from patrons. Extensive contact with the public. Responsible for collecting, analyzing, and reporting on various library metrics, including circulation statistics, computer usage, and monthly patron records.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (Duties may include all or some of those listed)

- Assist patrons at the circulation desk and over the phone.
- Perform circulation procedures, including checking out, renewing, and placing holds on materials.
- Collect fees and fines from patrons.
- Register borrowers and explain policies.
- Answer patron questions and refer to higher-level staff when necessary.
- Contact patrons for reserve books, ILL materials, etc.
- Maintain an accurate patron database.
- Manage department supplies as assigned.
- Participate in special projects.
- Perform data entry tasks.
- Process overdue and other notices.
- Route patrons and calls to appropriate destinations.
- Prepare materials for shelving or filing.
- Search for claimed returned or missing items.
- Perform opening and closing procedures.
- Respond to public inquiries courteously.
- Maintain a neat work area.
- Assist with training entry-level staff.
- Shelf books as needed.
- Attend meetings, workshops, and represent the library at community events.
- Gather data from multiple sources, including library management systems, circulation records, and patron databases.
- Implement data collection processes and procedures to ensure data privacy, accuracy and integrity.

- Assist in the implementation and maintenance of library management systems and data analysis tools.
 - Maintain data reports to visualize key performance indicators (KPIs).
 - Analyze trends in circulation statistics, computer usage, and patron records to identify areas for improvement.
 - Other duties as assigned.
-

KNOWLEDGE, SKILLS, AND ABILITIES

- Alphabetizing and numerical sorting skills.
 - Ability to handle 5-10 lbs. books.
 - Teamwork and independent work capabilities.
 - Typing and filing skills.
 - Knowledge of library materials, services, and programs.
 - Familiarity with library layout and departments.
 - Strong customer service and policy explanation abilities.
 - Proficiency in following complex instructions with attention to detail.
 - Effective communication via telephone and public address systems.
 - Money handling, high school diploma, keyboarding, and computer skills.
-

POSITION HOURS

Must be able to work rotating shifts (6 days a week), flexible hours (morning, afternoon, evening and holiday hours) when the library is open. All staff members are expected to work evenings and weekends as needed.

PHYSICAL AND MENTAL REQUIREMENTS

Physical requirements include sitting, walking, bending, stooping, and lifting books and files of approximately 35 lbs. or less. Occasionally may lift and/or move more than 50 pounds. Use hands to finger, handle, or feel objects, tools, or controls; the employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Must be able to communicate effectively in English, both orally and in writing. Must be able to hear, comprehend and respond to library patrons both in person and in telephone conversations.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY

It is the goal of the New Castle Public Library to employ a diverse group of individuals who represent the richness of ideas and philosophies present in a modern society. Reasonable accommodations will be made for individuals with disabilities.