

### All Desk Responsibilities Include:

- Warmly welcomes patrons into the library and works to ensure a great library experience
- Help patrons navigate library and community resources
- Stay informed of library services, procedures, and events
- Make meaningful recommendations of books, movies and music
- Practices empathy-driven behavior management techniques
- Act as a knowledgeable trainer on the library's copier/printer and other technology
- Start great conversations with patrons about library programs, collections and services
- Assist patrons with basic computer needs, including accessing email, printing documents, and using the Internet
- Register new library users, renews expired cards and issues replacement cards
- Assist in holds notification process; places requested items on hold for customers; checks holds that come in.
- Find books and items in the library for users. Place purchase requests and/or interlibrary loan request
- Register and assists customers enrolled in special programs offered at the library.
- Assist patrons in making study room and meeting room requests. Let patrons into study rooms and updates the study room spreadsheet.
- Collect money due and makes change. Answers phone.
- Take pride in our library, ensuring that it is clean and tidy and displays are looking beautiful
- Help open and close the library

### All Desk Responsibilities DO NOT Include:

- Assisting patrons in the Tech Lab.
- Letting patrons in to the East, West or Large Meeting Room.
- Setting up meeting Room technology in the Archive Room, East, West or Large Meeting Room.
- In-Depth patron interactions that take longer than 5-10 minutes. These interactions should be directed to Assistant Librarians/Librarians, if one is in backup, or a Help Desk appointment can be made if the request falls within Help Desk appointment parameters (see Help Desk Inquiry flowchart).
- Facilitating Help Desk Appointments.