



Job Title: Part-time Patron Services Clerk

Position Overview:

Riverhead Free Library is seeking an enthusiastic and personable individual to join our team in our Patron Services Department. The ideal candidate will be dedicated to providing excellent customer service and have a passion for helping our community members access the resources they need.

Key Responsibilities:

- Assist patrons in person and over the phone with check-in/check-out procedures, library card registration, and account inquiries.
- Accept cash and credit card transactions via Square register system.
- Process and maintain interlibrary loan requests.
- Assist with managing holds and overdue items.
- Address and resolve patron issues or refer them to the appropriate staff member.
- Provide information and guidance on library resources and services.
- Handle routine clerical tasks such as data entry, filing, and record maintenance.
- Assist in the preparation of library displays and promotional materials.
- Participate in inventory management and routine collection maintenance.
- Return library materials to their proper places in the library collection.
- Prepare materials for circulation—repair, clean and sticker.
- Assist patrons in the Adult Computer Lab.
- Perform other functions as needed.

Qualifications:

- High school diploma or equivalent required.
- Previous customer service experience is preferred, especially in a library or similar environment.
- Strong communication and interpersonal skills.
- Ability to work accurately with attention to detail.
- Proficiency with computers and standard office software.
- Familiarity with library management systems (e.g., Sierra) is a plus.
- Ability to lift, carry, and move library materials.
- Must be able to work two evenings per week, and take part in Saturday and Sunday rotation.

Benefits:

- NYS retirement system, earned vacation, personal and sick time.
- Salary starts at \$16.79 per hour

Interested candidates should email a resume or application to:

catherine.montazem@riverheadlibrary.org by 5pm on 8/30/2024.

Riverhead Free Library is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences.