

**Preface to AAPLD Job Description**

Every employee of the Algonquin Area Public Library team shares responsibility for delivering excellent customer service. Each person in every position contributes to the delivery of a consistent customer experience for every patron. All staff members are expected to adhere to the following expectations:

**Customer Service**

* Shows enthusiasm for working with people of all ages and skill levels
* Works as an effective and collaborative team member to achieve efficient, effective Library operations across all departments, recognizing that customers can be patrons or staff
* Maintains awareness of Library services, programs, and events and promotes them to customers (patrons or staff) as appropriate
* Proactively greets all customers (patrons or staff) to create a welcoming and safe environment
* Listens actively and uses problem solving skills when interacting with customers (patrons or staff) to ensure that their needs or requests have been met
* Demonstrates excellent interpersonal skills, empathy, tact, and a desire to provide exemplary customer service
* Communicates effectively in person, on the telephone, and in writing
* Confidently uses equipment, technology, and resources to support or deliver Library services
* Can effectively conclude an interaction in a positive manner as needed
* Evaluates service interactions to assess their effectiveness and seeks always to improve

**Professional Standards, Growth, and Development**

* Knows the purposes and functions of public libraries
* Knows, understands, and implements Library policies and procedures, including patron confidentiality and intellectual freedom rights
* Seeks new skills and knowledge to enhance the ability to serve customers (patrons or staff)
* Advocates for the resources, tools, and knowledge needed to perform effectively
* Regularly engages in continuing education opportunities such as workshops, meetings, and seminar/webinars to build knowledge and skills
* Participates in and/or leads Library Committees as needed

**Teamwork and Accountability**

* Is punctual and reliable; routinely in place and prepared to work as assigned
* Works effectively independently and in teams
* Shows appropriate initiative within a team framework; generates ideas; volunteers to take on tasks to support the team’s goal
* Participates in and/or leads outreach activities to support Library wide initiatives, as needed
* Assists in keeping the Library public and staff spaces clean, neat, and in good working order
* Works various days, evenings, and weekend hours with some flexibility
* Cheerfully performs occasional non-routine work as assigned
* Maintains awareness of the Library spaces, grounds, and surroundings to keep us all safe