

CITY OF LA JUNTA

HR DEPARTMENT

DATE: 02/25/2026

Applications are being taken for a Patron Service Technician at the Library. This position is part-time.

This position is being offered in-house and outside at this time. Applications will be taken until 5 p.m. 03/11/2026. Please contact hr.cityoflajunta@lajuntacolorado.org for application.

Complete job description is attached with salary and benefit information.

JOB TITLE: PATRON SERVICE TECHNICIAN
DEPARTMENT: LIBRARY
POSITION CODE: LIB08
REPORTS TO: Director of Library Services or Designee
RATE OF PAY: \$17.56/hr.
FLSA DESIGNATION: Non-Exempt; Part-time, 30 hrs/week

GENERAL SUMMARY: Provides superior customer service in all aspects of work duties, in person, by telephone, or electronically. Provides general assistance to patrons with locating, reserving, using, and borrowing materials. Provides general assistance to patrons with computers, reference questions, reader's advisory. Performs routine tasks in circulation and related clerical functions, including processing, shelving and retrieving materials, straightening and reading shelves. Initiates patron contact rather than waiting for patron to approach for assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide front-line customer service for circulation, light reference, and other assistance. Must consistently practice "patron comes first" philosophy.
- Stay abreast of Library communications by attending staff meetings, and reading emails, message board, and written memos.
- Carry out correct circulation procedures with minimal errors, including check out, check in, processing reserves, taking new patron applications, updating patron accounts, receiving money for fees or fines, handling lost and damaged materials, recording of money collected.
- Perform opening and closing duties, including auditing of cash drawer at day's end.
- Demonstrate a positive, cooperative, team-oriented working relationship with patrons, staff and volunteers. Consistently show a courteous and helpful attitude. Display professionalism in a variety of patron service situations resulting in minimal patron complaints.
- Operate computer for automated circulation.
- Assists patrons by accurately shelving and maintain all materials, helping with computer sign-up and questions, locating materials, copy machine help, and other in-house patron assistance.
- Notify patrons of ready reserves or found items.
- Maintain the information desk and re-stock patron use supplies.
- Prepare and maintain displays.
- Perform clerical tasks.
- Process or catalog materials as needed.
- Check in and shelve all returned materials.
- Maintain stacks.
- Consult on weeding and shifting collection.
- Pick up and deliver inter-office mail.
- Check groups into and out of facilities.

- Practice effective personal and City safety procedures and work to ensure a neat, safe, and attractive area for patrons and staff.
- Advocate for the Library within the community.
- Other duties as assigned.
- Ability to come to work on time on a scheduled shift
- Ability to perform duties safely

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to be punctual and have minimal absence.
- Ability to operate a variety of office equipment. Must possess above average computer skills and experience, including email, basic keyboarding, Microsoft Office applications, and basic Windows applications. Must be able to learn circulation system functions and procedures.
- Ability to maintain confidentiality of information.
- Possesses problem-solving and decision making skills.
- Utilizes effective and professional technique when dealing with the public.
- Ability to speak, read, write and understand the English language. Must have excellent oral communication skills.
- Ability to establish and maintain effective working relationships with coworkers, supervisors, officials, and the public. Must possess strong human relations skills.

WORKING CONDITIONS:

Primary work is performed in the main body of the Library at the information desk or on the floor. Extensive interaction with patrons, and staff while working on multiple tasks. Requires daily walk across the street to municipal building. Scheduling flexibility may be necessary occasionally. Some regular shifts will be evenings and weekends.

QUALIFICATIONS:

Physical: Ability to perform light physical work and to frequently lift and carry ten pounds and on occasion up to twenty-five pounds. Ability to sit, stand walk, bend, crawl, climb, reach, kneel, ride, pick, grasp, pinch, push, pull and perform a variety of similar body movements. Continuous keyboarding, talking, reaching, handling, grasping, hearing, and repetitive motions of the hands/wrist required. Ability to read minimum print size and tolerate dust and mold accumulated on books and materials. Ability to talk and hear in person and by telephone.

EDUCATION AND EXPERIENCE: High School diploma or GED equivalent is required; successful library or customer service experience is preferred.

SPECIAL REQUIREMENTS: Some positions of this class may require the possession of a valid driver's license.