

# William Jeanes Memorial Library

## Library Assistant Job Description

### Position Summary:

The Library Assistant greets, directs, and provides information to library customers and performs a variety of clerical tasks related to the processing, sorting and circulation of library materials. The position requires a great deal of contact with the public. Candidates must have the ability to work in a fast-paced environment and have excellent customer service and computer skills. This is a permanent part time position.

### Duties and Responsibilities:

- Maintains excellent customer service at all times.
- Answers informational and directional questions of library customers in person and by phone. Routes customers to other staff as needed.
- Answers telephone and directs calls.
- Checks out, checks in, and renews library materials, notifies library users about fines and fees.
- Registers new library users. Renews and modifies records of current users.
- Assures the confidentiality of library use and library customer records.
- Resolves Circulation Desk problems, such as library customer concerns with lost or overdue items, fines, or registrations. Refers complex problems to the Circulation Manager.
- Performs Circulation Desk and library opening and closing procedures.
- Sorts and prepares items for shelving or filing, including interlibrary deliveries and emptying book drops.
- Shelves items on an as needed basis.
- Searches for holds requests, in-transit, missing, lost, overdue, or other items and follows up with library customers or staff as appropriate.
- Works one evening and rotates Saturdays and Sundays.

### Knowledge and Skills:

- Positive and enthusiastic approach to public service. Strong customer service orientation.
- Ability to relate well and effectively communicate with library users of all ages, including adults, teens and children.
- General knowledge of office practices and procedures.
- Flexibility and ability to adapt in a complex and changing environment.
- Demonstrated computer literacy, including basic proficiency in Microsoft Office, Windows, and Internet.
- Ability to alphabetize correctly and to understand numerical arrangements utilizing the Dewey Decimal System.

The position requires a high school diploma or G.E.D.

New employees are required to have a current Pennsylvania Child Abuse History Clearance, PA State Police Criminal Record Check, and FBI Background check.