

**Jersey Shore Public Library
Library Assistant**

Part-time 21.5 hrs. Tuesday 1-7, Thursday 1-7, Friday 9-1, Saturday 9-4

Non-exempt

Reports to: Library Director

Pay: \$10.50 / hr.

Please drop off resume and cover letter at the library at 110 Oliver St., Jersey Shore, PA 17740; or email to cbrungard@jvbrown.edu

Summary

The Public Service Assistant is a patient, positive, and detail oriented individual dedicated to providing exceptional customer service. By enthusiastically promoting library goods and services, the assistant ensures customer satisfaction and guarantees the library remains a vital asset to the community. It is essential to this position to be able to understand, carry out, and articulate library policy and procedure. Valuing diversity, open-mindedness, and service is a must, as is working both independently and as a team.

Essential Duties and Responsibilities

The following list is representative of the typical duties and responsibilities performed. The employee's actual duties and responsibilities may vary depending on department needs and individual assignments.

1. Provide high quality customer service to both patrons and coworkers on the phone and in person.
2. Acquire and maintain expert knowledge of the integrated library system (i.e. Polaris).
3. Accurately charge and discharge library materials of all types.
4. Systematically shelve library materials.
5. Prepare for both the opening and closing of the library following provided guidelines.
6. Answer ready reference questions or refer requests for more involved, customized research to the appropriate individual.
7. Carefully collect money for library fines and fees, retail items, donations, and lost or damaged items.
8. Use and recommend online databases (ex. Libby, Power Library).
9. Stay informed of and promote library activities, programs and services.
10. Planning and implementation of programs for youth or adults may be required.
11. Understand eBook use and provide patrons information about using Libby.
12. Provide routine assistance and troubleshooting in the patron computer area.
13. Performs other related duties as assigned.
14. Maintain privacy of patrons and accounts.
15. Must be able to pass all State and Federal clearances.
16. Must be able to work the days/hours required as listed.

Education, Skills and Experience

Must possess a high school diploma, and demonstrate proficient organizational and expressive customer service skills (i.e. “people skills”). Proficient computer skills are also a must, including but not limited to: Word processing, internet, and email.

Working Conditions and Physical Demands

Physical requirements include: the ability to move around the facility, walk, sit, bend, climb, kneel, carry, and stoop; ability to use hand and finger motion with enough manual dexterity to use computers and handle library items; ability to lift up to 25 lbs, or greater with assistance; and ability to perform other tasks as identified with normal library work. Must have the ability to communicate with patrons effectively; ability to talk with clarity and listen to patrons accurately. Reasonable accommodations may be available. Typing ability and computer skills are essential.

Preference may be given to those candidates with prior library experience and those whose schedules allow for some flexibility in scheduling.