

LIBRARY ASSISTANT I - CIRCULATION DEPARTMENT
PART TIME Position
Job Description

Library Introduction

The Haverford Township Free Library (HTFL) is located in Haverford Township, which is the 5th largest township in the Commonwealth of Pennsylvania in the outskirts of Philadelphia. Our friendly and professional staff is dedicated to providing stellar customer service and informational resources to all people. HTFL is one of the largest of the 28 Delaware County Libraries (DCL). HTFL is a vital and active leader within the library community.

Position Definition:

To assist the Library Administration in creating a welcoming, pleasing, creative, vibrant and dynamic space for individuals of all ages in the library setting. The Library Assistant I works under the direct supervision of an assigned Department Manager to keep the library running smoothly during daily operations. Performs a wide variety of general library work to assist customers in using the library's services and facilities, and in the daily operational needs of the Library including other departments.

Primary Responsibilities:

- Helps to establish and maintain a high customer service performance standard
- Provides a welcoming atmosphere to all customers
- Assists customers in use of library services and facilities
- Responds to requests for assistance or refers customers to Reference Librarian
- Takes responsibility for being fully informed of all library programs, events and specific needs
- Opens and closes the library using associated procedures
- Completely knowledgeable about security system-how to engage and disengage alarm and accompanying procedures
- Performs full range of circulation desk duties including issuing library cards, checking materials in and out, reserving books, collecting fines and fees, answering the telephone, DCLS van procedures, etc.
- Sorts and shelves returned library material
- Prepares returned and checked in items for routing to owning library
- Receives and resolves complaints or refers customer to a Manager, Business Manager and/or Library Director
- Inspects returned library material for receipts/papers left in books, damage, relabeling, re-covering; counts and inspects number and condition of discs/parts prior to check out and check in, etc. and follows proper procedure to deal with problem items
- Knowledgeable in HTFL Policies and Procedures
- Assists in maintaining a neat, organized, and safe, secure and welcoming atmosphere at HTFL
- Promotes HTFL in advocacy, program/event promotion, etc.
- Knowledge of the collections and displays
- Maintains photocopier paper supply, toner, etc.
- Pick-up items from HTFL Remote Book Drop locations
- Works in all library departments including Youth Services as required

Additional Duties:

- May assist in training new library assistants on computer systems and library policies and procedures
- Participates in staff meetings to discuss and resolve problems, discuss ideas for improvement, and keep updated on library plans and activities
- Maintains the library's public area in clean and orderly fashion by maintaining displays, table surfaces, hand-outs/literature both inside the library and the lobby area, and the cleaning of computer monitors/keyboards
- Performs other related duties as assigned by Department Manager and/or other Managers
- Ability to establish and maintain effective working relationships with Managers and co-workers and work effectively as a member of a team
- Meets, communicates, and deals with the public in a calm, pleasant, constructive, and courteous manner
- Works with accuracy and maintains customer record confidentiality
- Understanding of computer technology and use of computers and other technologies in library services
- Knowledge of basic public library services
- Filing with alphabetical and numerical accuracy
- Ability to move and shelve heavy books and other library material
- Carries out instructions furnished in written, oral or schedule form
- Learns library procedures and priorities in a short period of time
- Ability to learn and become skilled in the library's automated computer system
- Multi-tasks and work with interruptions
- Enjoys reading and using other library materials and helping others of all ages enjoy the library
- Provide staff assistance in other departments as directed by Department Manager, Library Director, and/or other Managers of HTFL as needed

Qualifications:

- Two years of college preferred; will consider high school diploma or GED and experience
- One-year work experience dealing with the public
- Stellar customer service skills
- Creativity and flexibility
- Computer literate
- Interest in reading
- Must be able to work days, nights, and weekends
- Must have a valid driver's license

Wages/Salary

\$15.00/Hour

Application Process:

Review of applications will begin immediately and continue until the position is filled. To be considered; please send a cover letter, resume, and the name, title, and contact information of three professional references to: Julie Schultz at jobs@haverfordlibrary.org.