

LIBRARY ASSISTANT I – YOUTH SERVICES 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 children, tween, teen and their caregivers 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 in maintaining a neat, organized, safe and secure environment
- Assists customers in use of library services and facilities
- Responds to requests for assistance or refers customers to Reference Librarian
- Receives and resolves complaints or refers customer to a Manager, Business Manager and/or Library Director
- Assists with planning, organizing, and implementing on-going and special programs for children, tween, teen, and their caregivers within and outside the library setting
- Educates and assists children, tween, teen, and adults in the selection and use of library material and technology
- Pick-up items from HTFL Remote Book Drop locations
- Knowledgeable in HTFL Policies and Procedures
- Takes responsibility for being fully informed of all library programs, events and specific needs
- Promotes interest in general library use through advocacy, program promotion, outreach to schools and other community resources with specific concentration on children, tween, and teen usage
- Opens and closes the Youth Services Department using associated procedures
- Completely knowledgeable about security system-how to engage and disengage alarm and accompanying procedures
- Knowledge of the collections and displays

- 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.
- 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
- Sorts and shelves returned library material
- Prepares returned and checked in items for routing to owning library
- Maintains photocopier paper supply, toner, etc.
- Works in all library departments as required

Additional Duties

- May assist in training new library assistants on computer systems and library policies and procedures
- Participates in meetings to discuss ideas for improvement, resolve problems 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
- 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
- Ability to learn and become skilled in the library's automated computer system
- Knowledge of basic public library services
- Filing with alphabetical and numerical accuracy
- Ability to move and shelf 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
- Multi-tasks and work with interruptions
- Enjoys reading and using other library materials and helping others of all ages enjoy the library
- Performs other related duties and provides staff assistance in other departments as directed by Department Manager, Library Director, and/or other Managers

Qualifications:

- Two years of college preferred; will consider high school diploma or GED and experience
- One-year work experience dealing with the public
- Ability to foster a culture of diversity, equity and inclusion for staff and patrons
- Ability to accept supervision and direction from Youth Services Manager, Library Director, and other department managers



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THAT ENHANCE AND ENRICH YOUR LIFE

- Stellar customer service skills
- Creativity and flexibility
- Computer literate
- Interest in reading
- Requires flexibility in schedule including 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.