

## **LIBRARY ASSISTANT I – PART TIME Position Job Description**

### **Library Introduction**

The Haverford Township Free Library (HTFL) is located in Haverford Township, the 5<sup>th</sup> largest township in the Commonwealth of Pennsylvania in the suburbs 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. 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 all patrons including children, tween, teen and adults 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
- Pick-up items from HTFL Remote Book Drop locations
- Knowledge of the collections and displays
- Educates and assists children, tween, teen, and adults in the selection and use of library material and technology
- Takes responsibility for being fully informed of all library programs, events and specific needs
- Promotes interest in HTFL library use through advocacy, program promotion, outreach to schools and other community resources
- Knowledgeable in HTFL Policies and Procedures
- Receives and resolves complaints or refers customer to a Manager, Business Manager and/or Library Director
- Works in all library departments including Circulation, Youth Services, Administration and Technical Services as required
- Opens and closes the Library and Departments using associated 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 phone, DCL 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
- Prepares returned and checked in items for routing to owning library
- Sorts and shelves returned library material
- Assists with planning, organizing, and implementing on-going and special programs for children, tween, teen, and adults within and outside the library setting
- Maintains photocopier paper supply, toner, etc.
- Completely knowledgeable about security system-how to engage and disengage alarm and accompanying procedures

## **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 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
- 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 Supervisor, Library Director, and other department managers
- 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](mailto:jobs@haverfordlibrary.org).