

## THOMAS BEAVER FREE LIBRARY

### Part-Time Opening: Library Assistant

The Thomas Beaver Free Library seeks an enthusiastic, customer service-oriented part-time Library Assistant. The successful candidate will be a self-motivated individual committed to delivering outstanding customer service in a busy environment. This position contributes to a friendly environment that welcomes library users from various backgrounds and with a variety of needs. The Library Assistant works in a setting with a high level of social interaction with library patrons and staff.

This part-time position is 20 hours/week. The schedule is somewhat flexible, with some nights and weekends.

Duties and responsibilities will include but are not limited to:

- Maintains excellent, professional customer service at all times.
- Answers informational and directional questions in person, by phone, and by email. Refers patrons to other staff as needed.
- Provide computer and technical assistance to library users with varying skill levels, including basic troubleshooting of library equipment, printing, and the use of the internet and websites.
- Assists patrons with their electronic devices and provides computer assistance to the public.
- Assists patrons with obtaining or accessing print and electronic resources.
- Checks out, checks in, and renews library materials.
- Registers new library users.
- Assures the confidentiality of library use and library patron records.
- Resolves circulation issues, such as concerns with lost or overdue items. Refers complex problems to the Library Director.
- Assists with library opening and closing procedures.
- Sorts and prepares items for shelving, including emptying the book drop.
- Shelves items and shelf-reads regularly.
- Searches for reserve requests, missing, lost, overdue, or other items and follows up with library patrons or staff as appropriate.
- Assist in monitoring the behavior and conduct of library patrons and enforcing policies.
- Assists in maintaining a neat, orderly appearance of the library.
- Takes on other responsibilities as assigned.

Requirements:

- Must be able to communicate clearly and effectively in all situations.
- General computer literacy and internet proficiency.
- Ability to operate computers and office equipment.
- Ability to push and pull library book carts weighing 100 lbs. and carry up to 10 lbs of books across the library.

Reasonable accommodation may be made to enable individuals with disabilities to perform this position.

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