

**CHELTENHAM TOWNSHIP LIBRARY SYSTEM  
JOB DESCRIPTION**

**DATE:** August 2010

**POSITION TITLE:** Library Assistant

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Head Librarian

**PAY GRADE:**

**JOB SUMMARY:**

Performs all circulation procedures and courteously greets customers and assists them in the use of library resources, such as computers, copiers and location of library materials. Maintains a warm, friendly and welcoming environment.

**ESSENTIAL FUNCTIONS:**

- Performs circulation duties, including checking items in/out and routing to appropriate library.
- Collects fines for late or missing items and records appropriately.
- Assists customers in locating items, both locally and system wide.
- Applies library policies and procedures in an unbiased manner.
- Shelves and repairs materials.
- Answers phones and customer inquiries
- Assists customers with research, computer usage, basic Reader's Advisory and library service information.
- Performs routine computer maintenance.
- Sorts and distributes mail.
- Assists in the weeding and updating of the collection.
- Participates in special projects, continuing education opportunities and committees as assigned.
- Suggests policy and procedure revisions and service improvements.
- Performs inter-library loan as needed.
- Maintains up-to-date knowledge of library resources and services.
- Refers customer to another staff person or institution if necessary.
- Handles and/or refers complaints with tact and professionalism.

**SUPERVISORY RESPONSIBILITY:**

This position has no direct supervisory responsibilities, but may coordinate volunteers, library aides and other staff as directed.

**EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES:**

High School Diploma or GED and some related library or customer service experience.

- Proficient in the use of computer hardware and software and the ability to conduct routine procedures involving computer equipment.
- Knowledge of various types of office equipment.
- Demonstrated ability to communicate effectively with customers and co-workers.

- Ability to organize tasks and respond to complex verbal directions.
- Possess an enthusiastic interest in books and reading, literacy and other media
- Commitment to the principles of intellectual freedom.
- Attention to detail and accuracy.
- Commitment to customer service excellence.
- Excellent telephone skills.
- Commitment to continual improvement and life-long learning.

**PHYSICAL DEMANDS:**

While performing the duties of this job the employee is required to:

- Regularly use hands for fine motor skills, such as keyboarding or sorting.
- Regularly talk and hear.
- Regularly reach with hands and arms; climb or balance; bend and kneel; talk or hear.
- Regularly stands, walks, or sits.
- Regularly lift and/or move up to 10 pounds and occasionally up to 25 pounds.
- Possess good visual acuity (near and mid vision continuously, and field of vision occasionally) and be able to read a computer screen.
- Occasionally required to push and/or pull carts containing up to 100 pounds.

**WORK ENVIRONMENT:**

While performing the duties of this job the employee will interact with a diverse group of employees and customers and in a variety of work environments. The work schedule includes participation in the evening and weekend rotations. The work location may include any of CTLS' facilities.

**DISCLAIMER:**

This job description indicates the general nature and level of work expected by the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as required.