

## **CHELTENHAM TOWNSHIP LIBRARY SYSTEM**

**Date:** April, 2022

**POSITION TITLE:** Library Assistant 1

**FLSA STATUS:** Part-time, Non-Exempt

**REPORTS:** Head Librarian

### **Job Summary:**

Under the direction of the Head Librarian and the supervision of the Circulation Supervisor, the Library Assistant 1 provides engaged and friendly service at the public desks throughout the Cheltenham Township Library System. The Library Assistant 1 helps patrons with their information and circulation needs in person, on the phone, via email as well as various other forms of communication. Additionally, the Library Assistant 1 supports library events for all ages, and performs a variety of clerical tasks which support Library services.

The Library Assistant 1 position often serves as the public face of the library, interacting with each customer that needs assistance. As such, the person in this position must be able to commit to customer service excellence and the creation of a warm, friendly and welcoming environment.

### **RESPONSIBILITIES:**

- Works regular shifts on system-wide public service desks, providing excellent service to the public at the Circulation Desk while checking in and out library materials, collecting money from overdue fines and lost and damaged materials, issuing new/replacement library cards, registering new patrons and processing name and address changes.
- Ensures circulation policies and procedures are followed for the proper handling of customer and material records for an accurate library database. This includes data entry of late, lost, damaged, and claims returned items, and patron information including necessary notes.
- Responsible for collection maintenance duties; sorts and shelves library materials; empties book drops; shelf reading; shifts materials, cleans and inspects library materials for damage, repairs library materials.
- Provides ready reference services, readers' advisory services, and general information about CTLS and its services to patrons in person, over the phone, via email and through social media networks.
- Monitors the appearance of the public areas during assigned shifts, and performs opening and closing procedures for the public desks at assigned locations.
- Provides support at Library events for all ages.
- Assists users in gaining access to computing resources and resolving library hardware, software and/or printing problems and logs unresolved technical problems to the electronic help desk.
- Maintains confidentiality of all patron records and transactions.
- Performs a variety of clerical tasks, which may include pulling library materials and/or preparing materials for programs and displays.

### **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:**

### **Education and Experience**

- Required:
  - o High School Diploma or GED
  - o 1 year customer service experience

### **Competencies**

- Required:
  - o Familiarity with the use of computer hardware and software
  - o Ability to conduct routine procedures involving computer equipment.
  - o Ability to communicate skillfully in-person and through email and telephone
  - o Ability to organize tasks and respond to complex verbal directions
  - o Ability to calculate basic arithmetic problems to count resources and manage minor financial transactions such as the payment of fines
  - o Some knowledge of various types of office equipment
  - o Attention to detail and accuracy
  - o Commitment to diversity and intellectual freedom
  - o Commitment to continual improvement and life-long learning (annual requirement for continuing education).
  - o Enthusiastic interest in books, reading, and literacy.
- Desirable
  - o Experience with multimedia and digital information
  - o Experience with online research, especially databases
  - o Working knowledge of library methods, procedures, and resource classification systems
  - o Valid Pennsylvania driver's license with ability to work at all locations

## **PHYSICAL DEMANDS:**

- Employee must be able to communicate ideas and information with library staff and customers, (in-person, via telephone, and via email), respond to customer inquiries, and advise customers how to use physical and digital resources.
- Employee must be able to comprehend and follow instructions in verbal and written form
- Employee must be able to effectively read and understand information contained in memoranda, reports, bulletins, etc.
- Employee must be able to regularly pick up and transport objects and equipment up to 10 pounds, and occasionally up to 25 pounds.
- Employee must be able to operate a computer and other office equipment to process transactions and input customer or resource information
- Employee must be able to move around the building to access materials and offer assistance to customers
- Employee must be able to push/pull carts weighing up to 75 pounds, and shelf materials on low and high shelving units

## **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.

**APPROVALS:**

**Executive Director:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**EMPLOYEE ACKNOWLEDGMENT**

I hereby certify that I have read and understand my position description. In addition, I accept the responsibility of this position and acknowledge that I have received a copy of my position description. I also acknowledge that I may be required to work at other CTLS locations as needed and that I will participate in evening and weekend rotation.

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_