

Job Title: Library Assistant

Job Objective (Purpose of the position):

The person in this position performs Circulation tasks; checking materials in and out, informs the public of the library's programs, signs patrons up for library cards, classes and programs; and maintain order and efficiency in the book stacks.

Reports To: Head of Circulation

Work Schedule: Part-time position with rotating nights and weekends required.

Essential Job Functions

- Provide front-line library service to all customers; maintain appropriate decorum and atmosphere in the department's public spaces.
 - Shelf, shelf read, and maintain order in the re-shelving area.
 - Assists in all duties and projects related to the functions and responsibilities of the department. These niche duties are assigned according to changing departmental needs and individual staff strengths/talents.
 - Attends regular continuing education seminars, attends and participates in District related committees and meetings.
 - Participates in staff and department meetings.
 - Other duties as required.
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Core Competencies

- Service, ethics, responsibility, creativity, empathy, persuasion
 - Continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications
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Education and Experience

- Degree or equivalent experience: High School Diploma or equivalent required.
 - Specialized training in: customer service, library service
 - Certification: none
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Essential Knowledge, Skills, and Abilities

- Knowledge of or the ability to learn current library practices
- Ability to develop an awareness of library-wide operations.
- Ability to forge strong positive bonds with primary service clientele, with visible and evident energy and enthusiasm for serving that clientele.
- Strong experience in customer service to public.
- Knowledge of personal computers and related hardware, electronic mail, the Internet, office software, document imaging, etc.
- Ability to learn computer programs or software and use them effectively to perform duties.

Essential Knowledge, Skills, and Abilities cont.

- Ability to self-direct with excellent collaborative teamwork and problem-solving skills.
- Personable, organizational and multi-tasking skills.
- Ability to project workplace image of specific job title.
- Ability to handle high volumes of work and adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Valid driver's license
- Exceptional oral and written communications skills; fluent in English.

Job Location (Place(s) where work is performed)

Free Library of Springfield Township, Springfield Township Administration Building, and various sites within and outside the Township's borders

Physical Demands

- Frequent walking, standing (upwards of two hours at a time) and sitting.
 - Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels.
 - Extensive bending, stooping, pulling, reaching, handling and feeling.
 - Manual dexterity; ability to operate computer keyboard and mouse.
 - Clear speaking voice and good hearing.
 - Good vision; correctible to 20/20 and in color.
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Equipment (Examples of machines, devices, tools, etc. used in job performance)

Library computer system, personal computer, word processing and database management software, photocopier, facsimile machine, telephone and automobile

Approved by _____

Date: _____