

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.
 - Shelve, 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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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.
- 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.

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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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.
 - Good vision; correctible to 20/20.
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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

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: _____