Please send résumé and cover letter to resumes@readingpubliclibrary.org

JOB SPECIFICS

Title: Library Assistant (part-time)

Reports To: Department/Branch Supervisor

Department: All Branches

Schedule: 20-24 hours per week
Variable (days, evenings, Saturdays)

Salary: Minimum $14/hour DOQ

Revision Date: June 12, 2024

POSITION BACKGROUND

Primary function is to perform daily duties and assist patrons using the library. Schedule includes days, evenings, and Saturdays. Duties as assigned, includes registering new patrons and issuing library cards: checking materials in and out; shelving library materials and maintaining shelf order; assisting patrons using library materials, equipment, and services. Strong communication, problem solving, computer, and customer service skills; ability to multi-task, work under pressure, and serve the public required. Transportation necessary, schedule may include any of the library's four Reading locations.

JOB SUMMARY

- Performs routine daily tasks
- Demonstrates competent use of library software and computer applications
- Assists patrons in identifying, locating, and using library materials
- Responds adequately to patrons with questions and concerns; maintains patron accounts
- Follows approved policy and procedures; demonstrates the ability to learn and apply new policy and procedures
- Helps to maintain a safe and pleasant environment in the library
- Operates office equipment satisfactorily
- Maintains sufficient levels of library supplies
- Promotes library programs and services; projects a positive image of the library
- Other duties as assigned

MINIMUM QUALIFICATIONS

Educational Requirements

- High school diploma or GED required

Experience

- Customer Service
- Library Experience desired
- Bilingual Spanish fluency desired

Clearances

- PA Child Abuse Clearance
- Mandated Reporting Training for Child Abuse
- PA Criminal Record Check
- FBI Criminal Background Check

KNOWLEDGE, SKILLS & ABILITIES

- Strong customer service skills; ability to provide friendly service to patrons of all ages and backgrounds
- Ability to work both independently and as part of a team

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- Ability to assess and solve problems either in person or over the phone
- Ability to prioritize and manage multiple tasks at one time
- Strong computer skills; comfortable with Microsoft Office software
- Good communication skills including grammar, spelling, and usage
- Working knowledge of the public library system
- Familiarity with the Dewey Decimal System
- Understands and helps to enforce library policies
- Reliable and flexible; willing to work where needed; shows initiative

WORKING CONDITIONS

Scheduling flexibility required as work schedule may vary based on the needs of the library. Evening and weekend hours required. Must have own transportation.

Frequent standing, sitting, bending, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 35 pounds. This is a physically active position. *(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

Disclaimer

Management reserves the right to add, modify, change or rescind work assignments as needed. The essential functions or duties listed above are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.