

Library Assistant (Public Service)

December 2021

COMPENSATION: \$10.00 per hour; no benefits

JOB SUMMARY:

The Bloomsburg Public Library is looking for an individual who has the desire and ability to serve the public with enthusiasm, friendliness, tact, and respect. The position provides a great variety of experiences; the job also requires attention to detail and the capability to work as a professional in a team environment. Being an active reader is a plus, but not a requirement.

GENERAL STATEMENT OF DUTIES: A Library Assistant performs various public service and some “behind-the-scenes” duties to support the library operation and its activities. Work involves responsibility for a complex set of tasks, which requires exercise of individual judgment, using skills and knowledge gained through training and experience. The work requires that the employee have some knowledge of library functions. Training for job-specific responsibilities will be provided. A Library Assistant understands the overall purpose of the Library and its role in the Bloomsburg community. Once trained, the employee will have a thorough working knowledge of the policies and procedures of the Bloomsburg Public Library.

QUALIFICATIONS: The successful candidate will demonstrate the ability to cheerfully and energetically respond to patron requests, to work cooperatively in a team environment, to be flexible as the demands of the job change, to become familiar with the location of library resources, to handle the fast-pace of telephone and in-person interactions, and to assist library patrons with the use of the library. Must be committed to excellent customer service. **Proficiency in online environment and use of PCs/printing.**

WORK ENVIRONMENT: The Bloomsburg Public Library is committed to excellent customer service and each staff member is expected to contribute to a positive, supportive, and efficient work culture. This position reports to the Library Director.

COVID Pandemic conditions: Library Assistants work directly with patrons and visitors. Employees are expected to consistently follow the Library’s COVID mitigation policies. Until further notice, staff will wear masks properly while working and practice social distancing.

HOURS: This is a part-time, non-exempt position and will not become full-time. It is anticipated, but not guaranteed, that the average will be 12-20 hours per week. The work schedule will require flexibility to potentially cover day, evening, and some Saturday shifts.

At this time, availability to cover any shift (morning, afternoon, or evenings) is preferred. The final schedule will be determined at the time of hire.

EXAMPLES OF DUTIES (not comprehensive)

This employee provides a full range of circulation desk services, such as, but not limited to:

- Provides courteous, cheerful, and efficient public service to patrons of various ages, interests, backgrounds, and levels of library expertise – in person and over the phone.
- Accurately checks materials in and out
- Places holds on materials and calls patrons promptly
- Registers new patrons and updates patron records; provides patrons with account status
- Shelves library materials accurately and helps patrons find items
- Assists patrons with library equipment (including computers, printers, and the copier)
- Assists the public in using laptops, cellphone, and tablets on the library’s Wi-Fi.
- Answers the phone in a professional, courteous manner and if necessary, refers callers to appropriate library personnel.
- Performs other tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES (examples, not comprehensive;)

- Enthusiasm to provide high-quality public service is essential
- Ability to quickly learn library practices and follow the policies of the BPL
- Ability to work with many different people, sometimes under difficult circumstances.
- Must be able to pay close attention to details and concentrate on work.
- Proficient computer and Internet skills are required; working skill in typing for data entry.
- Very good working knowledge of Google Docs/Excel, phone/table apps, and streaming platforms or the ability to learn how to use them effectively in a short time.
- Ability to quickly develop proficiency with the Library's circulation software
- Good skills with hand-held devices such as smartphone, tablet, and/or e-reader in order to teach patrons how to use them, particularly as they relate to library apps and services.
- Math ability: make change without calculator; handle daily cash receipts with aid of calculator
Good ability to understand and follow verbal instructions.
- Good ability to establish and maintain effective working relationships with superiors, coworkers, and the general public.
- Knowledge of popular authors, genres, and nonfiction subjects is helpful

PHYSICAL DEMANDS:

Moderate to substantial physical effort is required to perform duties under typical work conditions. The employee is frequently required to stand, walk, stoop, kneel, crouch, or crawl and climb stairs, sit, speak, hear, and use hands to operate office equipment, and reach with hands and arms. Vision requirements include the ability to read routine and complex documents and use a computer. The employee is sometimes required to lift and/or move up to 25 pounds and push/pull book carts.

EXPERIENCE AND TRAINING:

- Associate degree or 2 yrs. of college preferred. Minimum of HS diploma or equivalent **required**.
- Relevant life/work experience, including retail experience, is a plus.
- Library work experience is a plus.

ADDITIONAL REQUIREMENTS: Proof of completed COVID-19 vaccination at least 14 days prior to start date is required. Must be able to wear a face mask while on duty. Must have PA Criminal History, State Child Abuse Clearances, and Federal Criminal History Record by start date. (The BPL will reimburse the successful candidate.) Must have reliable transportation to work and be able to begin shift on time.

Submit by email: apply.bloompl@yahoo.com (preferred method)

Lydia Kegler, Ph.D., M.L.S.

Library Director

Bloomsburg Public Library

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