



**Adult Services Library Assistant-Circulation Department**

**Hours Required:** 20 to 25 hours per week

**Pay Basis:** Hourly

**Position Summary:** Provides prompt and friendly service to customers of all ages at the Circulation Desk, assisting them with a variety of tasks relating to their use of library materials. Works with the circulation team to handle the constant flow of items returned to the library.

Under the supervision of the Head of Circulation, assists customers with registering for library cards, answers questions about library accounts and solves problems for library customers in a friendly and efficient way. Schedule includes morning and/or evenings and rotating Saturday weekend shift.

**Supervision:**

- Reports to the Executive Director of Pottstown Regional Public Library
- Works under the immediate supervision of the Head of Circulation of Pottstown Regional Public Library

**Skills & Qualifications:**

- High School Diploma or GED
- Ability to communicate effectively
- Possess a proactive public service philosophy
- Familiarity with MS office products (Word, Excel, Publisher, PowerPoint, Outlook)
- Preferred 2 years' experience in a library setting or 2 years undergraduate education, preferably in library science
- Ability to perform duties in a fast-paced environment
- Ability to interact with and assist the public in a friendly and responsive manner
- Ability to work without direct supervision.
- Ability to learn and use the computerized circulation system
- Ability to display professional conduct and appearance at all times when performing duties.
- Must be willing to take on new challenges and responsibilities, and to be open to change and variety within the workplace.
- Ability to maintain reliable attendance and regular schedule.
- Must be flexible in work scheduling including mornings, evenings and Saturdays

**Physical Demands** – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to handle, lift, move, shift library materials weighing up to 75 lbs.
- Ability to maneuver and to wheel books carts weighing up to 125 lbs.
- Must be able to stand for up to 4 hours during a shift
- Must be able to repetitively perform fine motor manipulations like typing, writing, cutting, etc.

### **Essential Duties and Responsibilities**

- Customer Service – Provides prompt, attentive, and friendly customer service in person, by phone or electronically. Accepts personal accountability and ownership in providing excellent customer service, meets commitments and is willing to go out of their way to assist patrons.
- Issue patron's library cards
- Answers questions promptly and efficiently with regards to patron accounts
- Collects library fees from patrons
- Answers telephone for the main circulation desk
- Checks in and inspects library books and AV materials
- Promotes library programs with patrons
- Answers directional and procedural questions
- Performs other recurring tasks as assigned
- Assist patrons with computer usage and printing of documents.
- Collection Management – Properly shelf materials using the Dewey decimal system numerically with decimal numbers for nonfiction and alphabetically by author and then title for fiction. Maintain the orderly and neat condition of shelves and displays. You may be asked to assist in collection development, weeding, withdrawing, repairing and replacing lost or damaged materials.
- Creates displays and decorate the main floor for the items in the adult department.
- Performs daily cleaning and maintenance duties, including, tidying, disinfection and trash removal for the main circulation dept.
- Gently explain and enforce library policies and procedures to patrons in a manner that ensures positive customer relations.

**Clearances Required:** All library positions require the following,

- Report of criminal history from the PA State Police
- Child Abuse History Clearance from the PA Department of Human Services
- Fingerprint based federal criminal history submitted through the FBI.

**Please email résumé and application to [pottstownlibrary@mclinc.org](mailto:pottstownlibrary@mclinc.org). Application is available online in a pdf fillable format on our website: [pottstownregionalpubliclibrary.org](http://pottstownregionalpubliclibrary.org)**

**Disclaimer:** The information in this job summary is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. You may be required to perform other duties and responsibilities as assigned.