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JOB SPECIFICS

Title: Library Assistant

Revision Date: Sep 2025

Reports To: Branch/Department Manager

Department: Various

Schedule: 15-24 hrs./week for part-time (days, evenings, weekends)

Salary: Level 1

POSITION BACKGROUND

The Library Assistant position primarily assists library staff in various departments with routine tasks and assists patrons using the library. Regular schedule includes days, evenings, and Saturdays. Duties include 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; and assisting with programming, displays, and outreach. 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 including: shelving materials, processing items, and pulling hold requests
- 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
- 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
- Assists with and provides programs/displays as directed
- Assists with library outreach to the community
- Creates/runs reports as needed
- Translates verbally and in writing for Spanish speaking patrons (if bilingual Spanish)
- Help set up/clean up library programs
- Other duties as assigned

MINIMUM QUALIFICATIONS

Education & Experience

- High School Diploma or GED required
- Some work or volunteer experience required

Required 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
- Ability to assess and solve problems either in person or over the phone

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- 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
- Ability to follow and enforce library policies
- Flexible; willing to work where needed; shows initiative
- Reliable, must have transportation
- Bilingual Spanish a plus

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.