
POSITION INFORMATION

Title:	Library Assistant	Supervisor:	Adult & Information Services Librarian
Location:	Martin Library	Classification:	Part-Time/Non-Exempt
Department:	MML Information Services	Hours:	28
Schedule:	Monday-Thursday 11:30-7, Occasional Weekend		

GENERAL DESCRIPTION

The Library Assistant will provide assistance to a diverse population of customers in using library resources. Assistance is given to customers in person, via phone, and via email. These resources include, but are not limited to: printed materials, digital media, online databases, internet searches, faxing, copying, and printing. The Library Assistant will also assist in the day-to-day functions of the Information Services department – checking in/out materials, shelving books, opening/closing duties, creating/updating patron records, etc.

EDUCATION & EXPERIENCE REQUIREMENTS

Must have an Associate's Degree (or equivalent). Must have substantial computer experience with databases; software applications such as Microsoft Office and online alternatives; and performing Internet searches. Experience providing customer service in an urban public library setting is preferred. Child Abuse clearance, Pennsylvania Criminal History Check, FBI Criminal Record Check and Mandated Reporter Training is required.

GENERAL REQUIREMENTS

Candidate must enjoy being a team player and providing excellent customer service to a diverse population of all ages. This position requires someone who has strong communication skills and who is truly enthusiastic about helping others. It is important that the candidate be dependable, a self-starter and feel comfortable using computers and performing other research-related duties.

PHYSICAL REQUIREMENTS

- Must be able to lift up to 30 pounds from ground level to waist level and be able to bend, squat, and kneel occasionally throughout work shift.
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to stand and/or walk up to four hours at a time.
- Must be able to sit for up to four hours at a time

DUTIES AND RESPONSIBILITIES

- Assist patrons in utilizing computer software and e-resources to meet their information needs. Refers complex information requests to specialists or librarian.
- Assists in the organization and merchandising of the reference and non-fiction collections, including the Staff and Archive area.
- Performs opening and closing duties.
- Assists patrons with locating library materials by using the ILS system and directing them to appropriate location of materials.
- Assists with monitoring the use of the Computer Lab.
- Informs customers of Library policies and rules and enforces these.
- Troubleshoots and reports hardware, software, and printer issues as necessary.
- Make recommendations for improvement of customer service.
- Creates and updates patron records in the ILS, collects fees, and uses the cash register software to track all transactions.
- Provides additional Information Services support as requested.

ADDITIONAL INFORMATION

Required Clearances:

If offered the position, the offer will be contingent upon the candidate completing and submitting the following documentation prior to the start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment. Volunteer clearances will not be accepted.

- Pennsylvania Child Abuse Clearance
 - <https://www.compass.state.pa.us/CWIS/Public/Home>
- Pennsylvania Criminal History Record
 - <https://epatch.state.pa.us/>
- Federal Criminal History Record
 - https://www.pa.cogentid.com/index_dpwNew.htm
- Mandated Reporter Training Certificate
 - <https://www.reportabusepa.pitt.edu>

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If this position matches your interests and qualifications, please visit www.jobs.yorklibraries.org to complete an employment application.
