



## JOB ANNOUNCEMENT

### POSITION INFORMATION

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**Title:** Children's Library Assistant      **Supervisor:** Children's Manager  
**Location:** Martin Library      **Classification:** Part-Time/Non-Exempt  
**Department:** Children's Library      **Hours:** 24.5 hours per week  
**Schedule:** Sat 9:30 AM- 1:30 PM, Sun 12:30 PM- 5:00 PM, Mon, Tues, Th 2-6:00 PM, Fri 9:30 AM- 1:30

### GENERAL DESCRIPTION

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The Children's Library Assistant will provide assistance to a diverse population of customers in using library resources. The Children's Library Assistant will also assist in the day-to-day functions of the Children's Room – checking in/out materials, shelving books, opening/closing duties, creating/updating patron records, etc. Support is given to children on Public Access Computers.

### EDUCATION & EXPERIENCE REQUIREMENTS

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- Candidate must have a high school degree (or equivalent).
- Candidate must have experience working with children.
- Must have substantial computer experience with databases; software applications such as Microsoft Office and online alternatives.
- Experience providing customer service in an urban public library setting is preferred.
- PA Child Abuse Clearance, PA Criminal History Clearance, FBI fingerprint-based Criminal History Clearance, and Mandated Reporter Training Certificate are required.

### GENERAL REQUIREMENTS

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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.

### PHYSICAL REQUIREMENTS

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- Must be able to lift up to 30 pounds from ground level to waist level
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the workday.
- Must be able to bend, squat, and kneel occasionally throughout work shift.
- 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

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- Provides direct customer service and resolves member concerns and or issues.
- Performs duties related to checking in and checking out library materials using the Integrated Library System (ILS) database and assisting members with self-checkout.
- Creates and updates member records in the ILS, collects fees, uses the cash register software to track all transactions.
- Assists members with locating library materials by using the ILS, directing them to appropriate location of materials, placing holds or Inter Library Loan requests. Provides Readers Advisory Services.
- Assists in the shelving, organization and merchandising of library collections including preparation and maintenance of displays.
- Assist with shifting and weeding materials and making needed ILS changes.
- Informs customers of Library policies and rules and enforces these. Completes Incident Reports in a timely manner.
- Monitors Children's Computer Lab.
- Assists members with the basic trouble shooting of e-resources such as Axis360, Hoopla.
- Maintains the appearance of the desk area, staff office, shelving units and the sitting areas.
- Performs opening and closing procedures, including emptying book drop and light cleaning.
- Troubleshoots and reports hardware, software, and printer issues, as necessary.
- Provides support for library programs.

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#### ADDITIONAL INFORMATION

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**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.identogo.com/locations/pennsylvania>
  - Mandated Reporter Training Certificate
    - <https://www.reportabusepa.pitt.edu>
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