
POSITION INFORMATION

Title: Member Services Senior Library Assistant

Location: Martin Library

Department: Member Services

Schedule: Monday & Wednesday 9:30- 3, Tuesday & Thursday 1-6, Alternating Friday & Saturday 9:30-1:30

Supervisor: Member Services Librarian

Classification: Part-Time

Hours: 25

GENERAL DESCRIPTION

The **Member Services Senior Library Assistant** will provide assistance to a diverse population of customers in using library resources. They will assist in the day-to-day functions of the Member Services department, perform customer service duties, enforce library policies as well as assist community members with questions regarding our collection or information needs, including digital media, online databases. Support is given to users of public access computers.

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
- 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 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

- Provides direct customer service in person, via email or telephone. Resolves advanced member concerns and or issues.
- Performs duties related to the Integrated Library System (ILS) including IRM (Item Record Maintenance) changes.
- Collects fees, uses the cash register software to track all transactions.
- Performs direct customer service duties at Adult Computer Lab and Member Services Desk.
- Provides direction to Member Services staff in the absence of a lead staff member.
- Assists members with basic information requests. Performs "Reference Interviews" to determine user needs and assure requests are understood. Refers members to librarian for complex requests. Based on training, performs research for other libraries, library departments, and District Libraries.
- Informs customers of Library policies and rules and enforces these. Completes Incident Reports in a timely manner.
- Assists members with the basic trouble shooting of e-resources such as Axis360, Hoopla.
- Leads staff in shelving, organizing, shifting, weeding and merchandising of library collections including preparation and maintenance of displays, highlighting library collections and supporting library programs and services.
- Assists Adult Services Librarian with program support, including planning and creation of marketing materials.
- Works with Volunteer Coordinator to provide direction to volunteers including Adult Computer Lab volunteers.
- Assures the appearance of the desk area, shelving units and the sitting areas are maintained and opening and closing procedures are completed.
- Serves on committees and attends meetings 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.identogo.com/locations/pennsylvania>
 - Mandated Reporter Training Certificate
 - <https://www.reportabusepa.pitt.edu>
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If this position matches your interests and qualifications, please visit jobs.yorklibraries.org to complete an employment application.
