

POSITION INFORMATION

Title:	Member Services Library Assistant	Supervisor:	Member Services Librarian
Location:	Martin Library	Classification:	Part-Time/Non-Exempt
Department:	MML Member Services	Hours:	26-27 hours per week
Schedule:	Monday & Wednesday, 9:30AM-3:30PM, Tuesday & Thursday 1:00PM-6:00PM, 2 nd & 4 th Saturdays 9:30AM-1:30PM, Alternating Fridays 9:30AM-2:30PM		

COVID-19 vaccination is required. At York County Libraries, the health and safety of our employees are important to us. Therefore, new hires must be fully vaccinated against COVID-19 by date of hire. Individuals requiring a medical or religious accommodation may contact Human Resources.

GENERAL DESCRIPTION

The Member Services Library Assistant will provide assistance to a diverse population of customers in using library resources. Support is given to users of public access computers. 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 Member Services Library Assistant will also assist in the day-to-day functions of the Member 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
- 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

- Assists with monitoring the use of the Adult Computer Lab.
- Provides direct customer service and resolves member concerns and or issues.
- Assist members in utilizing computer software and e-resources to meet their information needs. Refers complex information requests to librarian.
- Assists members with printing from Public Access computers and personal devices
- Refers to and shares prepared learning guides/tools for users of library and online resources
- Assists members with the basic trouble shooting of e-resources such as Axis360, Hoopla
- Informs customers of Library policies and rules and enforces these. Completes Incident Reports in a timely manner.
- Performs duties related to checking in and checking out library materials. This includes 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.
- Assists in the shelving, organization and merchandising of library collections.
- Assists with preparation and maintenance of displays.

- Performs opening and closing procedures, including emptying book drop and light cleaning,
- Troubleshoots and reports hardware, software, and printer issues as necessary.

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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York County Libraries supports workplace diversity and is proud to be an Equal Opportunity Employer.

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