

Sharpsburg

COMMUNITY LIBRARY



Patron Services Assistant – Sharpsburg Community Library

Starting Pay Range: \$9.24-\$13.22, commensurate with experience

Status: Non-Exempt

Hours per Week: 11 hours, including some evening and weekend hours

Benefits: Retirement Plan

Sharpsburg Community Library is a branch of the Cooper-Siegel Community Library. The Library's mission is to cultivate a community of lifelong learners. The Library provides a high-quality collection of books, media, and subscriptions as well as engaging programs and friendly customer service to serve the educational, cultural, professional and recreational needs and interests of our patrons. The Patron Services Assistant role is critical to achieving this mission.

The Sharpsburg branch is a small, vibrant, community-minded extension of the Library serving the Borough of Sharpsburg and surrounding areas. We strive to welcome all patrons and develop programs and collections as diverse as the patrons we serve.

The Patron Services Assistant should have the following traits and skills:

Who You Are

- Friendly and welcoming to all, a people person
- Patient and compassionate
- A life-long learner who knows there are no stupid questions
- Team player
- Enthusiastic about your community, your work, and media of all kinds
- Detail-oriented and organized
- A proactive seeker of new tasks
- Unafraid of change or ambiguity

Daily Tasks

- Greet and assist library visitors at the Welcome Desk
- Assist patrons with checking out, returning, and renewing items

- Process daily delivery items efficiently (both returned items and items requested from other libraries)
- Shelf library materials in their proper place
- Create and renew library cards for patrons
- Collect money for services and items
- Help patrons request items from other libraries; help with catalog searches and locating items
- Answer the phone and assist patrons or direct to other staff as needed
- Locate and pull items requested by other libraries
- Register patrons for library programs
- Provide reference, referral and reader advisory services to patrons
- Assist with library collections as required
- Gather daily trash; keep work area tidy
- Identify and work to improve issues with processes that affect patron satisfaction or library efficiency
- Complete special projects as required by the organization

Work Tools

- Computer (circulation software, event registration, email)
- Phone
- Printer
- Copier
- Flash drive
- Scanner
- Cash register
- Square portal

Work Environment

- You'll be on the move – bending, squatting, lifting, walking, pushing
- Stools may be needed to reach high shelves
- Busy, noisy environment – conversations, children, computers
- Strong fluorescent lights throughout building
- Welcome Desk is 3 ft high

Requirements

- High School Diploma or GED; some college preferred
- PA child abuse, criminal background and FBI finger printing clearances upon job offer
- Prior customer service experience, preferably in a library or social service setting

Additional Comments

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

We welcome all candidates to apply, including BIPOC and LGBTQ+ candidates.

The responsibilities outlined above are intended only as examples of the type of work to be performed. The job duties may change as needed by the employer and/or employee.

To apply for this position, please send a cover letter, resume and contact information for three professional references to Sara Mariacher, Branch Manager, at mariachers2@coopersiegelcommunitylibrary.org by 5:00 p.m. on Friday, Sept. 2nd. No phone calls please.