

WARMINSTER TOWNSHIP JOB DESCRIPTION



Position:	Library Information Services Assistant I	Department:	Library
Reports to:	Director of Library Services	Supervises:	None
Bargaining Unit	AFSCME 2289/WTEO	Classification:	PT/Non-Exempt
Date Approved:		Date Revised:	

Purpose: The purpose of this position is to provide support to library patrons with locating library materials, using electronic devices, and encouraging the patron usage of library resources.

Tasks:

- Work at the Information Services (IS) desk and answer patron questions in person and by phone; answer questions relating to locating library materials; placing holds; requesting materials from other libraries; attending library programs, and reserving meeting space.
- Tech desk duties as assigned by supervisor to include but not limited to: answering computer, internet, tablet, smartphone, and ereader questions. Help patrons' trouble shoot computer and electronic device problems. Teach technology classes.
- Promote library services and programs by creating social media posts, flyers, and email announcements.
- Schedule patron one-on-one tech help appointments.
- Being available to substitute at the Circulation Desk. Duties may include checking books in and out, collecting fines, searching for missing items, and locating materials to fill hold requests.
- Create informational displays about library services and other community services

Schedule: 20-25 hours/week including 1-2 evenings/week and Saturday hours (in rotation). Hours are subject to change and we will try to accommodate scheduling needs.

Pay: \$19.07/hour

Required Skills, Knowledge and Abilities:

Education/Experience

- High School Diploma or equivalent; minimum of 2 years of customer service experience and clerical experience
- Preferred Education: Associate's Degree or higher, Public Library experience, Clerical experience

Skills

- Excellent computer and technology skills
- Excellent customer service skills
- Courteous and professional behavior

- High attention to detail
- Excellent listening and verbal communications, ability to work as a team, positive attitude.

Knowledge

- Working knowledge of basic computer software, searching and using the Internet, using devices such as smartphones, tablets, and e-readers, and managing social media accounts.
- Working knowledge of Publisher and/or other software applications to create flyers and promotional materials
- Working knowledge of libraries and library catalogs

Abilities

- Must be able to stand for long periods of time
- Lift/move library materials weighing up to 25lbs
- Push book carts of up to 125lbs

This job description is intended to be a tool to describe the primary purpose of the job and the key duties and responsibilities. The position description may not be inclusive of all duties and job assignments. Job duties and responsibilities may be added, deleted, and/or revised at the discretion of management.

Please send cover letter and resume as attachments to Peter Lehu, lehup@buckslib.org.

The Township is an Equal Opportunity Employer