



122 Wallace Ave. Downingtown, PA 19335 * 610-269-2741 * www.downingtownlibrary.org

Library Assistant/PT

We are seeking a friendly, community-oriented, and conscientious person to join the circulation staff at The Downingtown Library. The Library serves a diverse population of over 43,000 residents in the townships of Caln, East Brandywine, East Caln, Uwchlan and West Bradford, as well as the Borough of Downingtown. We are a member of the Chester County Library System. The mission of the Downingtown Library is to ensure that every resident of the greater Downingtown area has access to exceptional opportunities to read, learn, create, connect and contribute to a better quality of life.

The Part Time Library Assistant is responsible for performing Circulation procedures to ensure quality customer service and a smooth, accurate flow of library materials to and from customers, including following Library and County policies and to maintain the public service image of the library. This position requires interaction with library customers in a courteous, welcoming, and professional manner.

Responsibilities:

Provide front line customer service assistance, handling general account issues, complaints, grievances, delinquent accounts and accounts in collection, process returned and circulating library materials, troubleshooting library computers, printer, and technology issues, assisting customers with computer use, and other duties as assigned.

Requirements:

Excellent organizational and verbal communications skills, flexibility, genuine enjoyment of the public, commitment to public service, and the ability to handle stressful situations. The ability to master basic and specialized online circulation functions, and demonstrate current PC proficiency including internet, email, and Microsoft Office skills. Previous customer service or retail experience is preferred.

Physical abilities:

Handle, lift, or move library materials weighing up to 25 lbs.; stand/move at a computer terminal for up to 4 hours; wheel book trucks weighing up to 125 lbs.; and stand, sit, walk, stoop or reach within a confined area.

All library positions require the following criminal background and child abuse clearances:

- Report of criminal history from the Pennsylvania State Police (PSP)

- Child Abuse History Clearance from the Department of Human Services (Child Abuse)
- Fingerprint based federal criminal history submitted through the Pennsylvania State Police or its authorized agent (FBI).

Position Type: Part-Time / Non-Exempt

Salary and Shift Information: \$10.00 per hour, shifts vary, including nights (until 8PM) and 1-2 Saturdays/month (8:45AM-4PM)

Job Application Submission: Applications are on the Downingtown Library website under Community- Working at the Library (<http://downingtownlibrary.org/working-at-the-library/>) Please submit completed applications to Elizabeth Hess, ehess@ccls.org

Deadline: Applications will be accepted until position is filled.