



TOWNSHIP OF ABINGTON



Human Resources
Employment Opportunity Posting

INTERNAL and EXTERNAL POSTING

DATE	March 27, 2018
POSITION	Part Time Library Assistant
DEPARTMENT	Abington Township Public Library
HOURLY RATE	\$11.49
JOB DESCRIPTION	See attached
ADDITIONAL INFO	Must work one evening per week and one weekend per month.
DEADLINE	Open Until Filled

Completed applications must be returned by the application deadline and no later than 5:00 PM, to Jeannette Pfeiffer, JPfeiffer@mclinc.org or call 215-885-5180 x12. For additional information, contact Nancy Hammeke Marshall at 215-885-5181. Abington Township is an Equal Opportunity Employer.

POSTING: Administration
Code Enforcement
Community Development
EMAP
Engineering
Finance
Fire Marshal
Fire Companies (5)
Highway
Library
Motor Vehicle Maintenance
Parks (3)
Police
Receptionist
Refuse
WWTP
Township Website

POSITION DESCRIPTION

Position Title:	Library Assistant	Date Prepared:	February 2018 (revised)
Department:	Circulation Department	FLSA Status:	Non-exempt
Approved By:	Nancy Hammeke Marshall	Date Approved:	August 2013
Reports To:	Head of Circulation Department	Work Schedule/Hours:	Part-time

Position Summary:

The Circulation Assistant performs intermediate clerical work in the circulation department of the library. This position will help circulate materials and media in the library and will assist library patrons with check and return services. This position will also provide limited help to patrons locating books and other library materials. Work is performed under the regular supervision of the Head of the Circulation Department.

Summary of Essential Position Functions:

- ▲ Provides assistance to patrons; registers patrons; checks books in and out of library; responds to questions from patrons; maintains online patron records and files
- ▲ Collects fees and fines; records on daily cash receipts log
- ▲ Charges and discharges library materials
- ▲ Empties inside and outside book drops
- ▲ Starts computers daily; sets screens for circulation function
- ▲ Searches shelves for overdue/missing items and for items requested online by patrons
- ▲ Assists patrons in a courteous and friendly manner
- ▲ Answers phones using courteous customer service etiquette
- ▲ Evaluates audiovisual materials to verify damage or defects reported by patrons
- ▲ Processes library card applications, verifies data, and enters data in an online patron database
- ▲ Checks in and processes reserves
- ▲ Performs shelf-reading and shelving duties as needed
- ▲ Oversees pages and volunteers and oversees closing procedures
- ▲ Fills out incident reports as necessary
- ▲ Assists patrons using the copy machines
- ▲ Performs other related tasks as required

Supervisory Responsibilities: None

Organizational Competencies: All positions in the organization will possess these competencies:

- ▲ **Growth Focused:** recognizes and adapts to changes afforded by new technology and changing demographics of the community, possesses an appreciation for sustained and continual learning
- ▲ **Innovation:** Is able to manage change, understands creative processes, introduces new ideas and solutions, is comfortable with risk taking
- ▲ **Community Focused:** Is dedicated to meeting the expectations and requirements of internal and external patrons, serves the community with enthusiasm, thoroughness and hospitality with unsurpassed service
- ▲ **Integrity:** Serves the needs and demands of the community with commitment, integrity and excellence while supporting the concept of intellectual freedom
- ▲ **Quality:** Delivers high-quality service and information, strives to hold high standards expected by patrons, pays attention to detail; generates work that is up to expected standards of performance, and is accurate, process driven, organized, complete and reliable

▲

Organizational Competencies: (continued)

- ▲ **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed
- ▲ **Collaboration:** Is adept in coalition building, understands community building, establishes collaborative relationships and projects

Position Competencies: To perform this position successfully, an individual should demonstrate the following competencies:

- ▲ **Communication Skills:** Organizes and presents ideas and information in a professional, clear, concise manner, written or verbally; edits work for spelling and grammar
- ▲ **Customer Service:** Manages difficult or emotional customer situations; responds promptly to customer needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments
- ▲ **Dependability:** Follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to time when needed to reach goals; completes task in a timely manner or notifies individual with an alternate plan
- ▲ **Initiative:** Demonstrates willingness to perform needed tasks without being directed; is willing to learn new skills and enhance products and services
- ▲ **Interpersonal Skills:** Maintains confidentiality; remains open to others' ideas and tries new things; speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; varies writing style to meet needs
- ▲ **Problem Solving:** Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics
- ▲ **Quality:** Pays attention to detail; generates work that is up to expected standards of performance, and is accurate, neat, orderly, complete and reliable
- ▲ **Adaptability:** Adapts to varied job responsibilities, schedules and work effectively while changing priorities

Qualifications: To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▲ High-school diploma or equivalent
 - ▲ Public service orientation
 - ▲ Some experience in library work is desirable
 - ▲ General knowledge of basic library procedures, methods and techniques
 - ▲ Skillful in the use of library equipment, materials and resources
- Ability to establish and maintain effective working relationships with library patrons and associates

Physical Requirements:

- ▲ Ability to lift up to 35 pounds occasionally, up to 10 pounds frequently
- ▲ Ability to crouch, reach, stand, push, pull, lift, finger, and grasp

- ▲ Vocal communication required for expressing or exchanging ideas by means of the spoken word
- ▲ Hearing required to perceive information at normal spoken word levels
- ▲ Visual acuity required for preparing and analyzing written or computer data, and observing general surroundings and activities
- ▲ This position is not subject to adverse environmental conditions

Technical/Computer Skills:

- ▲ Proficient in handling office equipment (faxes, copiers, scanners)