



Position: P/T Circulation Assistant

Reports To: Circulation Manager

Summary / Main Purpose of Job:

The Phoenixville Public Library is a non-profit organization with the mission of providing access to educational, cultural, and recreational resources for the community it serves. The library is currently seeking someone who is friendly, empathetic, and customer service driven to add to our circulation department. This person is responsible for performing all circulation duties in a timely, efficient manner as well as providing a friendly and opening environment.

Essential Duties and Responsibilities

- Must have the ability to work in a fast-paced environment, have excellent customer service, and computer skills.
- Performs all circulation desk duties using computerized system:
 - Check materials in/out/renew materials, reserving materials, issuing new cards to patrons, updating patrons' accounts
- Handle financial transactions accurately.
 - Collect patron fines and fees with knowledge of using a cash register
- Performs all opening/closing procedures in work area/public areas
 - Turn on/off all computers/copiers/printers
 - Empty book drops
- Notifies patrons about reserved materials
- Performs basic reference work or refers it to senior staff in charge
- Assists patrons in locating materials through the library catalog
- Assisting patrons with finding library materials, providing reader's advisory, assisting basic computer troubleshooting, and monitoring appropriate use of the facility.
- Inspect returned materials for damage.
- Perform circulation procedures effectively and accurately according to the principles of quality customer service.
- Greets, direct, and provide information to library customers and performs a variety of clerical tasks related to the processing, sorting and circulation of library materials.
- Respond to incoming telephone calls and provide basic assistance with directional, instructional and informational inquiries at the circulation desks and public workstations.
- Keep abreast of all system changes and improvements.
- Keep pace with all library policies, attendance of department meetings, staff meeting minutes, and changes in Procedure Manual.
- Attend online educational programs for staff development, as requested or assigned by the Circulation Manager.

Qualifications/Requirements

- High School Diploma or General Education Degree (GED), some college preferred.
- Basic office skills (typing, filing, answering phones, etc.).
- Previous experience working in library with computerized systems (preferred).
- Customer service skills.
- Basics computer literacy. Knowledge of Microsoft Office (preferred)

Physical Demands:

While performing the duties of this position, the employee is frequently required to sit; walk; stand; bend at the waist while working; kneel, stoop, crouch or squat; talk or hear; handle and lift up to 25 pounds; push a cart of books that weighs up to 125 pounds; and sit at a computer terminal for up to 4 hours at a time. Occasionally, the employee will need to work with arms above shoulders or reach above shoulder height. The employee is required to wear a mask throughout their shift.

The specific vision requirements for this position are as follows:

- Close vision.
- Color vision.
- Ability to read and alphabetize and place items in numeric order.

The following background checks are required:

- Pennsylvania State Police Request for Criminal Records Check
- Department of Public Welfare Child Abuse History Clearance
- Federal Criminal History Record Information

Hours:

Hours are Monday evenings from 3 P.M. to 7 P.M. as well as flexibility to cover open shifts as required. One eight hour shift on one Saturday a month is required & additionally one eight hour shift on a fifth Saturday approximately every 8-9 months.

Salary: \$9.75/hour

Submit cover letter and resume to:

Christine Nicholson
Circulation Manager and Volunteer Coordinator
Phoenixville Public Library
183 Second Avenue, Phoenixville, PA 19460-3243
E-mail to cnicholson@ccls.org
Phone: 610-933-3013 ext. 122

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