



Library Services Assistant I Public Services

Pay Grade: 1

Starting Pay Rate: \$13.22 per hour

Status: Part-Time, Non-Exempt

Hours/Schedule: 16.5-28.5 hours per week, including some evenings and weekends

Benefits: Paid Time Off, Retirement Plan with up to 3% match

Cooper-Siegel Community Library, and its branch in Sharpsburg, serve nearly 30,000 residents in six diverse municipalities that make up the Fox Chapel Area School District. Both libraries provide free access to information, education and recreation through high-quality collections, programs and services. Our mission is to cultivate a community of lifelong learners.

Organizational Relationships

Reports to: Head of Public Services

Position Summary

The employee in this position serves as a front-line representative of the library. The ideal candidate is adaptable, proactive and customer-focused, with strong communication skills and a willingness to go the extra mile when assisting patrons. A basic knowledge of current literary trends, comfort with computers and a friendly, collaborative nature are essential.

Responsibilities

- Assists in the circulation of all library materials, while greeting the public in a friendly and accepting manner. This includes checking all materials in and out and placing and processing holds.
- Registers new borrowers, maintains an accurate database and guarantees customer record confidentiality.
- Collects fees and money for miscellaneous items sold at checkout.
- Retrieves, checks in and sorts the delivery, returns and new materials.
- Helps maintain the physical appearance and orderliness of the library, which includes shelving and picking up stray materials throughout the library.
- Answers telephone inquiries concerning patron records.
- Provides basic directional and referral information to patrons.
- Assists patrons with the use of library equipment such as copier/scanner, fax, internet computers and laptops, printers and other technology.
- Assists customers with the use of digital resources.

- Assists customers with ILL requests.
- Assists in searching for requested materials.
- Makes minor repairs to items and assists with weeding the collections.
- Assists patrons with room reservations and program registration.
- Conducts opening and closing procedures.
- Cooperates as a team member and supports the library service model by providing an excellent patron experience.
- Attends all required workshops, meetings and training as assigned.
- Maintains regular and predictable attendance and punctuality.
- Maintains a valid PA driver's license and access to personal transportation.
- Performs other special projects and other duties as assigned or required during and outside of regular business hours.

Required Education and Experience

- High school diploma or equivalent
- Minimum one year library experience or one year experience in a related field, such as customer service

Required Skills, Knowledge and Abilities

- Some knowledge of library materials, established library methods and techniques
- Working knowledge of computer equipment and Microsoft Office Suite
- Ability to effectively present information in response to questions from patrons
- Ability to communicate effectively, both verbally and in written form, and to follow verbal and written instructions with minimum supervision
- Ability to maintain confidentiality of library customer information
- Ability to establish and maintain effective working relationships with other employees and with the public
- Ability to interact with a diverse group of individuals
- Ability to use point-of-sale system
- Ability to sort efficiently in alphabetic or numeric order and to develop a working understanding of the Dewey Decimal System
- Ability to resolve problems, handle conflict and find solutions to conflict when in stressful situations

Required Behavioral Competencies

- Work well in a team environment and independently
- Integrity and trust
- Dedicated to exemplary customer service
- Quick and continuous learner
- Good decision maker
- Willingness to accept and cope effectively with ambiguity and change
- Enjoy working with people
- Helpful attitude
- Be reliable, steady, timely and proactive in completion of duties

Physical Requirements and Work Environment

- This position requires frequent walking, sitting, bending, stooping, crouching, kneeling or crawling, standing for long periods, and using hand or fingers to manipulate, touch or handle.
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds and rarely up to 65 pounds.
- The work environment noise level is typical of a moderately noisy standard business office with equipment running, outdoors in normal urban setting.
- Vision abilities required by this job include near and far vision, depth perception and color differentiation.

Tools and Equipment commonly used to perform this job includes

- Computer
- Printer
- Scanner (flatbed and handheld)
- Copier
- Book cart

Additional Comments or working conditions not listed above.

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The responsibilities outlined above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Submittal of current PA Criminal Background Check, PA Child Abuse and FBI Fingerprinting clearances required at time of hire.

To apply for this position, submit a cover letter, resume and contact information for three professional references to Kelley Beeson, Head of Public Services, at beesonk3@coopersiegelcommunitylibrary.org by November 28, 2025. No phone calls please.