



Jefferson Hills

— Public Library —

Position Title: Patron Assistant

Classification: Part Time; Non-Exempt (up to 20 hours/ week; some nights and weekends required)

Wage: \$14.00/ hour

Reports to: Associate Director

Summary

Patron Assistants are the frontline customer service representatives for the library. They assist patrons with finding and using library resources, maintain a clean and welcoming environment, and process incoming and outgoing materials.

Essential Functions

- Performs the full range of circulation desk procedures using an automated circulation system including:
 - Checking in and out materials
 - Processing new card applications
 - Placing holds
 - Patron prints, copies and scans
- Assures accurate library shelving of books and periodicals by reshelving and shelf reading.
- Handles routine inquiries and answers a variety of questions at the circulation desk, including information on programming.
- Answers telephone and provides routine information or refers and transfers calls.
- Helps patrons access and use library resources, including the OPAC, library computers, and eResources.
- Carries out interlibrary loan procedures for incoming and outgoing library materials.

Additional Duties

Patron Assistants may be assigned to the programming and/or youth services departments to assist the Outreach & Program Coordinator or Youth Services Librarian with programming and events.

Other duties may include:

- Process Memorial requests, as directed.
- Process billed items, as directed.
- Process new items, as directed.
- Perform other duties as assigned.

Qualifications

Education and Experience

- Public library and/or customer service experience preferred.
- High school diploma or GED required.

Knowledge, Skills and Abilities

- Working knowledge of Microsoft Office.

- Ability to operate computer software and hardware.
- Basic knowledge of literary trends.
- Ability to work as part of a team.
- Ability to establish and maintain effective working relationships with superiors, associates and the general public.

Physical Demands

Must be able to communicate with patrons, must be able to respond to visual prompts on the computer terminal, must be able to shelve and/or retrieve books from top and bottom shelves, may need to climb stairs, and may need to carry loads up to 30 pounds. Must provide own transportation in the conduct of duties.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with a disability to perform the essential functions.

Please email a cover letter and resume to Rachel Brehm, Library Director, at brehm2@jeffersonhillslibrary.org.

New applications accepted through May 31st, 2026.

Jefferson Hills Public Library is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.