



Library Service Assistant I

Pay Grade: 1

Unit: This position is represented by the United Steelworkers union.

Work Hours: One position at 19 hours per week, one position at 21.25 hours per week; one Saturday per month and evenings required

Position 1: Tuesday 3:15pm-7:15pm, Wednesday 9:45am-5:15pm, Fridays 9:45am-5:15pm, 3rd Saturday 8:45am-4:15pm - All hours worked at Cooper-Siegel Fox Chapel location (403 Fox Chapel Road) - Total of 19 hours per week + one monthly Saturday

Position 2: Monday 12:45pm-7pm, Tuesday 3:15pm-7:15pm, Thursday 9:45am-5:15pm, 3rd Saturday 8:45am-4:15pm - Mondays worked at Sharpsburg location (1212 Main Street), all other hours worked at Cooper-Siegel Fox Chapel location (403 Fox Chapel Road) - Total of 21.25 hours per week + one monthly Saturday

Compensation: \$13.22 per hour + Saturday premium (x1.25)

Number of Vacancies: 2

Hiring Supervisor: Kelley Beeson, Head of Public Services

Job 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.

Job Duties

- 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.

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- 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, such as Libby and Hoopla.
- 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 duties as assigned or required.

Required Education & Experience

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

Required Skills, Knowledge, & 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

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Required Behavioral Competencies

- Works 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 & 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 & Equipment Commonly Used to Perform This Job

- 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 accommodation 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.

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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, please submit resume and cover letter to Kelley Beeson, Head of Public Services (beesonk3@coopersiegelcommunitylibrary.org) by end of day Tuesday 10/20/26.