



LANCASTER
PUBLIC LIBRARY

Job Title: Access Services Assistant

Department: Access Services

Reports to: Manager of Access Services

FLSA: Grade 3 Non-Exempt

Status: Full Time

Salary: \$15.25/hour

POSITION SUMMARY

The Access Services Assistant plays an important role in the library. They greet and assist patrons at various public service desks and in public areas. They are crucial in providing excellent customer service, while acting in accordance with Lancaster Public Library's mission, vision, and core values.

ESSENTIAL JOB FUNCTIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be requested by individuals with disabilities to perform the essential job functions listed below:

- Provide excellent customer service to patrons in-person, via telephone, and electronic inquiries, offering accurate information and assistance, and ensures patrons are referred to the correct staff member or resource when appropriate. Provide information about library programs such as date/time/registration requirements and the general nature of programs; and refer patrons to a librarian or program assistant for more detailed information.
- Provide coverage at public service desks throughout the library.
- Follow circulation procedures for checking-in and checking-out materials, including the sorting of materials that belong to other libraries in the county.
- Maintain patron records within the circulation database by issuing new library cards, updating borrower profile information, and accurately processing patron transactions.
- Collect overdue fees and other fees for services and follow policies for handling cash and credit card payments.
- Assist Patrons with operating equipment and technologies.
- Safeguard and maintain confidentiality of patron information.
- Exercise sound judgment in daily responsibilities by resolving routine issues independently and recognizing when situations require referral to a supervisor.

- Process library materials at the request of the department manager and the Collection Development Librarian.
- Process passports, handle merchandise sales, etc.
- Count and document cash balances daily.
- Assist with room rental set-up and tear-down.
- Make closing and other public service announcements via public speakers as assigned.

Other Job Functions:

Work weekday/evening and weekend shifts assigned.

Participate in departmental and all-staff meetings.

Participate in LPL and library volunteer sponsored events.

Keep up to date on all training.

Maintain current clearances for PA Child Abuse, PA Criminal History and FBI Fingerprinting

Assist with special projects and other duties as assigned by supervisor and/or the Executive Director.

In addition to the functions listed above, the employee is expected to embrace and demonstrate **Lancaster Public Library’s Core Values** – Growth Mindset, Credibility, Integrity, Inclusivity, Stewardship

Desired Characteristics – Friendly, positive attitude, punctual, organized, flexible, team player, self-motivated, and those within LPL’s Core Values

Desired Skills – Organized, creative thinker, effective communicator, multitasker, enjoys working with the public.

Education and Work Experience:

- High school diploma or GED
- Bachelor’s Degree a plus
- Customer service experience required.
- Library knowledge a plus.

Working Conditions

- Urban public library

Physical Demands

- Sit or stand between 4-8 hours.
- Lift and move up to 50 lbs.
- Push/pull wheeled book carts up to 100 lbs.
- Stoop, kneel, reach, and climb.