



## JOB DESCRIPTION

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**POSITION TITLE:** Part-Time Library Assistant, Public Services  
**DEPARTMENT:** Upper Dublin Public Library  
**REPORTS TO:** Circulation Manager

**EEO JOB CATEGORY:**

**DATE JOB DESCRIPTION COMPLETED:** July 2015

**REPLACES JOB DESCRIPTION DATED:** February 2004

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**PURPOSE OF THIS POSITION:** The incumbent in this position provides the first line of customer service and supports other library departments as needed.

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**TYPICAL EXAMPLES OF WORK:** This job description is designed to accurately reflect job duties. However, it may not be all-inclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

- Provides library customer service. Provides all circulation services, such as check-in/check-out and registering patrons for library cards. Uses the library ILS and other resources to complete these tasks.
- Answers telephone, email, and in-person questions about library services, programs, and materials. Assists patrons with locating and using materials.
- Assists public with the use of desktop computers, copiers, scanners, and other devices, including phones, tablets and laptops.
- May assist with library programming and outreach, interlibrary loan, technical services and other library services, as needed.

**NECESSARY OCCUPATIONAL TRAITS:**

**Knowledge:** Knowledge of public library services and operations. Knowledge of customer service techniques. Knowledge of reading habits for all ages. Knowledge of computers and digital devices.

**Skills:** Excellent customer service skills. Effectively communicate in person, in writing and on the telephone with a diverse population. Accuracy and attentive to detail. Strong computer software skills, including Microsoft Office and email. Basic Internet and database searching skills across a variety of browsers and databases. Familiarity with performing activities on a variety of devices, including smartphones, tablets, etc.

**Abilities:** Ability to interpret and implement library policy and explain policy to the public. Ability to work closely with others. Ability to deal with the public cheerfully and enthusiastically. Ability to exercise good judgment, courtesy and tact when dealing with the public. Ability to understand functioning of automated library system. Requires stamina and physical capability to move efficiently throughout library and to repeatedly lift, carry and shelve books.

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**MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:**

- High School education or equivalent.
- Experience working with the public in a customer service setting or with libraries.
- Any equivalent of experience and training that provides the required knowledge, skills and abilities.

**SPECIAL QUALIFICATIONS REQUIRED (Licenses, Certifications, Registrations):**

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Department Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# PHYSICAL DEMANDS OF JOB

**JOB TITLE:**

NOTE: In terms of an 8 hour workday: "Never" equals less than 1%; "Occasionally" equals 1% to 33%; "Frequently" equals 34% to 66%; "Continuously" equals 67% to 100% of the time. Reasonable accommodations that do not cause an undue hardship will be made as required by state and federal law.

I. In an 8 hour workday, this job requires the physical ability to: (Place an "6" for maximum capability for each activity.)

TOTAL AT ONE TIME:

A)	Sit	1	2	X	4	5	6	7	8	HOURS
B)	Stand	1	2	X	4	5	6	7	8	HOURS
C)	Walk	X	2	3	4	5	6	7	8	HOURS

TOTAL DURING AN ENTIRE 8 HOUR WORK DAY:

A)	Sit	1	2	3	4	X	6	7	8	HOURS
B)	Stand	1	2	3	4	X	6	7	8	HOURS
C)	Walk	1	2	3	4	X	6	7	8	HOURS

2. Job requires the physical ability to LIFT:

		NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A)	Up to 10 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
B)	11-20 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
C)	21-30 Pounds	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
D)	31-40 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E)	41-50 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F)	51-100 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Job requires the physical ability to CARRY:

A)	Up to 10 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
B)	11-20 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
C)	21-30 Pounds	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
D)	31-40 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E)	41-50 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F)	51-100 Pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Job requires the physical ability to use HANDS for repetitive actions such as:

	SIMPLE GRASPING	PUSHING & PULLING OF ARM CONTROLS	FINE MANIPULATION
A) Right	X	-	X
B) Left	X		X

4. Job requires the physical ability to use FEET for repetitive movements as in pushing and pulling of leg controls:

RIGHT	LEFT	BOTH
-	-	-

5. Job require the physical ability to function in activities involving:

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A) Reaching	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
B) Bending	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
C) Squatting	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
D) Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Climbing	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
F) Driving a vehicle	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Unprotected heights	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) Being around moving machinery	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) Exposure to marked changes in temperature and humidity	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
J) Exposure to dust, fumes, gas	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>