



LANCASTER
PUBLIC LIBRARY

Circulation Assistant

Lancaster Public Library invites applications for a full-time Circulation Assistant who reports to Adult Services or the Manager of Library Services. While at the circulation desk, the Circulation Assistant facilitates the borrowing of library materials in accordance with the established circulation policy. This individual provides fast, courteous and competent service to patrons resulting in a positive customer experience. In addition, the ideal candidate will be flexible, show leadership, be reliable and take initiative, and have the ability to work independently as well as part of a team.

The Lancaster Public Library (LPL) inspires, empowers, and strengthens our community by connecting people with information, ideas, and enriching experiences. By providing equitable access to vital educational resources, exceptional programming, and community building opportunities, the Lancaster Public Library is recognized as a dynamic center of knowledge and a cornerstone of a thriving Lancaster community. LPL is an Equal Opportunity/Equal Access/Affirmative Action institution. We encourage applications by members of diverse groups and by persons with a demonstrated commitment to issues of diversity and experience in achieving goals relative to inclusive excellence.

Primary Responsibilities

- Circulates materials by checking out items against borrower's record, checking in materials when returned, renewing materials, and emptying indoor and outdoor book drops
- Maintains customer accounts on the circulation system by issuing new library cards, and updating borrower information
- Provides information by answering questions about the library, directing patrons to appropriate locations in the building, and assisting patrons with information regarding their account
- Collects fines and fees by following policies and cash handling procedures
- Supports library operations by answering incoming phone calls, and directing calls and inquiries to the appropriate staff member
- Provides instruction to patrons on the use of self-check station and other library technology such as printers and public computers
- Assists patrons with locating items within the collection, and places items on hold for patrons
- Pulls items from the shelf to fill hold requests

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- Empties crates delivered to the library from other libraries, and sorts materials for further handling
- Helps maintain the collection by performing processing tasks including, but not limited to: applying covers, stickers and spine labels, making minor repairs to items, and linking items to the catalog
- Assists in the care of the collection with shelving, shelf reading, shifting, and other needed tasks to ensure items are in the best condition possible
- Enforces county-wide circulation policies
- Participates in professional development opportunities such as training and webinars relative to duties as authorized or recommend by manager
- Adheres to all policies prescribed within the Personnel Manual
- Maintains confidentiality and ethical behavior in all library matters
- Adheres to the library's Customer Service Policy and promotes the library brand
- Enforces the library's Patron Conduct Policy
- Performs other duties as required

Qualifications

- High school diploma or equivalent
- Prior customer service experience required

Knowledge, Skills, and Abilities

- Must have a friendly, outgoing personality, enjoy working with the public, be a team player, and promote a pleasant and welcoming atmosphere in the library
- Must be reliable, timely, and able to manage time and tasks according to expectations
- Ability to manage individual and team priorities, and adapt to changing priorities as needed
- Ability to complete work quickly and accurately, follow instructions, and respond to communications in a timely manner
- Excellent customer service skills
- Computer knowledge with a particular emphasis on automated library systems and basic knowledge of the internet
- Ability to use standard office equipment including computers, phones, and credit card machines



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- Ability to communicate clearly. Listens, understands, speaks and writes effectively; other languages desirable
- Ability to multi-task in a busy, challenging environment
- Additionally, work typically requires moderate physical effort in the handling of light materials, boxes or equipment. Work may occasionally demand strenuous effort in the handling of heavy boxes or materials. Work may require sitting or standing for extended periods of time
- LPL is committed to following ADA guidelines. Therefore, reasonable accommodation requests are considered for qualified individuals with disabilities
- Ability to work flexible hours

Application Process

Submit via email a resume and cover letter to Kathy Leader, kleader@lancasterpubliclibrary.org or 125 North Duke Street, Lancaster, PA 17602.

- Please include three professional references and salary requirements
- Background check required after a conditional job offer is made

The Library currently provides a competitive benefits package that includes: a 403(b) plan with employer match, employer defined contribution toward medical benefits, PTO, and paid holidays.