LANCASTER
PUBLIC LIBRARY

The Lancaster Public Library (LPL) inspires, empowers, and strengthens our community by connecting people with information, ideas, and enriching experiences. Located in downtown Lancaster, PA, we are recognized as a dynamic center of knowledge and a cornerstone of a thriving Lancaster community.

We are hiring a Library Services Assistant. This position plays a crucial role at LPL as they are our first interaction with our patrons. Are you a self-motivated individual who provides excellent customer service and has a passion for your work? If so, we want to talk to you!

Job Responsibilities:
- Provide excellent customer service at our public service desks throughout the library
- Ensure patrons are referred to the correct staff member or resource. When asked, provide information about library programs
- Maintain confidential patron records within the circulation database by issuing library cards, updating borrower profile information, and accurately processing patron transactions
- Collect overdue fees and other fees for services and follow policies for handing cash and credit card payments
- Assist patrons with operating equipment and technologies
- Process passports, handle merchandise sales, etc.
- Assist with room rental set-up and tear-down as needed
- Make closing and other public service announcements via public speakers as assigned
- Embrace the Library's Core Values – Growth Mindset, Credibility, Integrity, Inclusivity, and Stewardship

Qualifications:
- High school diploma or GED
- Bachelor's Degree a plus
- Customer service experience required
- Library knowledge preferred

We offer a competitive compensation and benefits package

This is a full-time, non-exempt position

Please send your resume to resumes@lancasterpubliclibrary.org

All Lancaster Public Library employees are employed at will.

Lancaster Public Library is an Equal Opportunity Employer committed to diversity in the workplace.

All qualified applicants will receive consideration for employment without regard to sex, race, color, age national origin, religion, sexual orientation, gender identity, protected veteran status, disability, or other protected status.