

The Eastern Lancaster County (ELANCO) Library in New Holland, Pennsylvania (a non-profit library with membership in the Library System of Lancaster County) is seeking enthusiastic & qualified candidates for the position of Library Assistant. ELANCO Library serves approximately 25,000 residents of five rural municipalities and aspires to be a community center aiding in the creation of a stronger and healthier community and civil society.

Under the supervision of the Library Director, Library Assistants provide front-line customer service to library users, staffing the public service circulation desks and assisting library users in finding and selecting library materials and meeting their information needs.

This is a part-time position, 10-15 hours per week, including some days, evenings, and Saturdays.

Job responsibilities include:

- Circulation tasks such as: checking materials in and out, pulling requested items (holds) from shelves, and shelving books
- Respond to in-person and telephone inquiries about library collections, policies, services, and programs
- Assist library users in finding library materials and using the library successfully
- Assist library users with the public internet computers and other technology
- Issue library cards; make adjustments, corrections, and other changes to library user records as necessary to update borrower accounts
- Perform cash transactions such as collecting fines and fees
- Market library programs, resources, and services; explain Library rules and procedures
- Participate in collection and catalog maintenance projects and repair damaged library materials
- May respond to information (reference) questions, requests for personal reading suggestions (readers' advisory), and technical questions when able; or make referrals to the Library's Director or Assistant Director as needed
- May open or close the Library following established procedures; may act as 'in-charge' person for opening or closing one floor of the library
- May perform other duties as assigned
- Demonstrates commitment to the library's vision, mission, and goals. Maintains confidentiality with respect to borrowers and library users and staff matters. Must adhere to ethical behavior in all library matters.

Required Qualifications:

- High school graduate
- Excellent communication, organizational, and interpersonal skills
- Must enjoy working with persons of all ages (birth through seniors) in a public setting

- Knowledge of and experience using public library technology and multiple internet browsers
- Ability to perform routine clerical and record-keeping tasks repetitively and efficiently; ability to learn and use the computerized library catalog system; accurate keyboarding and computer skills, including Microsoft Word and Outlook.
- Ability to maintain reliable attendance and regular schedule
- Flexibility to adapt to changing situations and to vary work schedule.

Preferred Qualifications:

- Some college a plus
- Customer service experience a plus
- Technological fluency, including the ability to conduct online research and show patrons how to use the library's online resources, such as eBooks & databases, a plus.

Additional Requirements:

- Physical ability to regularly lift library materials weighing up to 35 pounds, to push fully loaded carts of library materials, and to bend and reach shelves
- Must be able to pass & provide satisfactory Pennsylvania Criminal Background Check, Pennsylvania Child Abuse History Clearance, and FBI Fingerprinting before starting work.

Salary: \$14.00/hour

Benefits: The library offers the option of a SIMPLE IRA with a 1:1 match up to 3%.

To be considered, please send a resume and cover letter to: Anna D'Agostino, ELANCO Library Director, at adagostino@elancolibrary.org. Applicants may also drop off paper materials at the library at 11 Chestnut Drive, New Holland, PA, 17557.

The application deadline for this position is April 25, 2024. Review of applications will begin immediately, and the position will remain open until filled.

ELANCO Library is an EOE employer.