

# GRUNDY LIBRARY

The Margaret R. Grundy Memorial Library

Dana Barber · Library Director

## POSITION OPENING (Part-time): Patron Services Clerk

**Primary Duties:** As a member of the Patron Services department of the Grundy Library, the Clerk will provide cheerful and courteous customer service to adults, young adults, and children. Responsibilities include assisting patrons with the use of the library by checking out materials, answering questions about patron accounts, and generally assisting patrons with the use of the library services and the facility. Offer basic instructional assistance to the public on accessing and using the Library website and online catalog, computers, software, online resources and other related equipment and technologies.

**Other Duties:** Perform basic customer service duties using computer network, including: materials charges and discharges, material requests, patron assistance, telephone queries, and patron registration, as well as preparation of items for public use. Sorting and shelving of all materials, maintaining the overall appearance of the shelves, retrieving holds and book-drop items, and accepting daily material deliveries. Assist with programs for adults and youth as needed. Communicate library procedures and policies to patrons, address complaints and patron behavior issues. Perform other related duties assigned.

**Required Qualifications:** Successful candidates will demonstrate the ability to cheerfully respond to patron requests, to work cooperatively in a team environment, to be flexible as the demands of the job change, to become familiar with the location of library resources, to courteously handle patron interactions in various formats including in-person and via telephone, and to generally assist library patrons with the use of the library services, materials, and equipment. Must be committed to excellence in the provision of library service.

High school diploma or equivalent; knowledge of and experience with computers, Windows operating systems, Microsoft Office, e-mail, mobile devices, and online searching are required.

The person in this position must have good stamina; ability to stand on feet and walk most of the day; easily operates computer keyboards, mice and printers; ability to kneel, bend, stoop, and reach repeatedly; lift and carry library material weighing 25 lbs. and push book carts weighing 125 lbs.

**Skills Needed:** Strong listening and verbal/written communications; warm, approachable, and out-going personality; tact, courtesy, and flexibility; initiative; commitment to public service. Ability to organize items in alphabetical and numerical order, and ability to follow directions and work independently.

*All library positions require criminal background and child abuse clearances.*

**Hours:** 5-10 hours per week, including evenings and two Saturdays per month.

**Application:** Please submit application or current resume and three references to Dana Barber, Library Director, Margaret R. Grundy Memorial Library, 680 Radcliffe Street, Bristol, PA 19007 or email them to [db@grundylibrary.org](mailto:db@grundylibrary.org). Review of applications will begin immediately. Open until filled.