

Library Assistant--PT

Position Summary

The Jersey Shore Public Library is seeking a part-time Library Assistant. This position requires a customer-focused, adaptable team member who provides exceptional public service while supporting the daily operations of the library. This position assists patrons of all ages with library resources, technology, and programs, while contributing to a welcoming, inclusive, and engaging environment. The ideal candidate is enthusiastic about public service, comfortable with technology, and enjoys creating meaningful experiences through library programming.

Essential Responsibilities

Customer Service

- Provide friendly, knowledgeable, and responsive service to patrons in person, by phone, and online.
- Assist patrons with locating materials, using library resources, and accessing digital services.
- Perform circulation functions including checking materials in and out, issuing library cards, processing holds, and collecting fees when applicable.
- Resolve patron concerns professionally and courteously, referring complex issues to supervisory staff as needed.
- Foster a welcoming and inclusive atmosphere for patrons of all ages and backgrounds.

Technology Support

- Assist patrons with public computers, printers, scanners, mobile devices, e-books, online databases, and library software.
- Troubleshoot basic technology issues and provide one-on-one digital literacy assistance.
- Maintain familiarity with emerging technologies and digital library services.
- Support the setup and operation of audiovisual and presentation equipment for library events and programs.

Programming and Community Engagement

- Plan, organize, and facilitate engaging library programs for children, teens, adults, and families.
- Collaborate with library staff and community partners to develop educational, cultural, and recreational programming.
- Assist with outreach activities, special events, and promotional efforts.

Library Operations

- Shelve and organize library materials according to established procedures.
- Maintain attractive, organized public spaces and displays.
- Assist with collection maintenance, inventory, and processing of new materials.
- Support opening and closing procedures and other operational duties as assigned.

Qualifications

- High school diploma or equivalent required.
- Previous customer service experience required; library or educational experience preferred.
- Strong interpersonal and communication skills.
- Demonstrated proficiency with computers, common office software, internet applications, and digital technologies.
- Ability to learn and effectively use integrated library systems and other library technologies.
- Experience planning, coordinating, or leading programs, activities, or events is preferred.
- Ability to work independently while contributing positively as a member of a collaborative team.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.

Schedule Flexibility

This position requires a flexible work schedule to meet the needs of the library and community. **Current work schedule is Monday & Friday 9-5. Tuesday & Thursday 9-1.** This schedule may be subject to change based on the needs of the Library.

- Evenings flexibility is especially important during the Summer months due to Summer Reading programs.
- Special events and community outreach activities outside of regular operating hours as needed.

Physical Requirements

- Ability to stand, walk, bend, and reach.
- Ability to lift and move library materials weighing up to 30 pounds.
- Ability to push loaded book carts and perform repetitive shelving tasks.

Desired Attributes

The successful candidate will be:

- Passionate about public service and lifelong learning.
- Friendly, approachable, and committed to excellent customer service.
- Adaptable and comfortable learning new technologies.
- Creative in developing engaging library programs and services.
- Dependable, organized, and able to thrive in a dynamic public environment.
- Committed to fostering diversity, equity, inclusion, and accessibility in library services.

The Library Assistant plays a vital role in connecting people with information, technology, and lifelong learning opportunities while helping create a vibrant and welcoming public library for the entire community.

Please send cover letter, resume, and three professional references to cbrungard@jsplpa.org.