

Radnor Memorial Library Job Description

Job Title:	Library Assistant
Reports To:	Circulation Manager
Prepared By:	Joyce Platfoot
Date:	August 2026
Status:	Part Time, Non-Exempt

Position Summary

The Library Assistant supports the daily operations of the library by providing excellent customer service, assisting patrons with circulation and account services, maintaining organized collections, and supporting library programs and services. This position works collaboratively with library staff to create a welcoming, inclusive, and customer-focused environment for all patrons.

Essential Duties and Responsibilities

Essential duties and responsibilities include, but are not limited to, the following. Other duties may be assigned.

Patron Services and Public Desk Support

- Provides courteous, professional, and welcoming customer service to patrons in person, by phone, and email.
- Performs circulation desk duties including checking materials in and out, renewing materials, processing returns, and collecting fines and fees using the library's integrated library system (Sierra ILS) and other technology.
- Registers new patrons, updates account information, and issues library cards.
- Assists patrons with placing holds, locating materials, accessing online resources, and using library technology and equipment.
- Provides accurate information regarding library policies, procedures, fines, overdues, and account status.
- Answers phones and directs inquiries appropriately.
- Assists patrons with public catalogs, printers, copiers, scanners, and other library technology.
- Promotes library services, programs, and resources during daily patron interactions.
- Maintains user privacy and confidentiality.

Collection Maintenance and Materials Handling

- Processes daily holds, including pulling requested materials, routing items, and preparing items for patron pickup.
- Sorts, shelves, and shelf-reads library materials to maintain accurate and orderly collections.
- Identifies damaged or missing materials and reports issues to appropriate staff.
- Assists with collection maintenance tasks such as shifting, organizing, labeling, inventory or weeding as assigned.

Program and Department Support

- Supports outreach and promotional efforts by distributing materials, looking up event details, and directing patrons to event locations.
- May occasionally provide basic readers' advisory, assist with pulling books for displays, or contribute reading recommendations to staff lists.

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General Library Operations

- Assists with opening and closing procedures.
- Maintains orderly, clean, and welcoming public service areas.
- Performs basic troubleshooting of library equipment and reports technical issues as needed.
- Follows established library policies, procedures, and confidentiality standards.
- Attends required staff meetings, training, and continuing education opportunities and collaborates with colleagues to improve service delivery.
- Stays informed about library databases, electronic resources, and tools used to support public needs.
- Embraces cross-training opportunities and assists across functions when needed.
- Assists with special projects and other duties as assigned.

Qualifications

Required

- High school diploma or GED.
- Strong customer service and interpersonal skills.
- Familiarity with a variety of technologies, including internet browsers, digital resources, mobile devices, and standard office software.
- Ability to learn new technology as library products evolve.
- Ability to organize, prioritize, and multitask in a busy public service environment.
- Ability to work both independently and collaboratively as part of a team.
- Strong attention to detail.

Knowledge, Skills, and Abilities

- Ability to provide friendly, respectful, and professional service to patrons and staff.
- Strong attention to detail and organizational skills.
- Ability to communicate clearly and effectively.
- Ability to learn and apply library procedures and technology.
- Ability to handle routine problems and patron concerns calmly and professionally.
- Commitment to creating an inclusive and welcoming environment for all library users.

Preferred

- Previous library, retail, customer service, or clerical experience.
- Experience using integrated library systems, preferably Sierra.
- Experience handling cash and payment transactions.
- Familiarity with Microsoft Office and Google Workspace.

Physical Requirements

- Ability to stand, walk, bend, reach, and move throughout the library for extended periods.
- Ability to push loaded book carts and lift library materials weighing up to 25–30 pounds.
- Ability to perform repetitive shelving and computer tasks.
- Ability to read small print and sort materials accurately in alphanumeric order.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear, to sit and use hands to finger, handle, or feel. The employee frequently is required to reach with hands and arms, and to stand and walk. The employee must frequently lift and/or move up to 25 pounds.

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Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.