

Shaler North Hills Library

1822 Mt. Royal Boulevard • Glenshaw, PA 15116 • 412-486-0211
www.shalerlibrary.org

JOB TITLE: Adult Services Associate

PAY GRADE: Part-time, approximate 16-20 hours per week

IMMEDIATE SUPERVISOR: Manager, Adult Services

SUMMARY: This part-time position typically includes daytime hours, an evening rotation and a one to two weekend shifts per month. Primary duties include staffing the Reference Desk (Reference, Reader's Advisory and Tech Support), supporting the Circulation Department (creating library cards, checking materials in and out), and scheduling of meeting rooms. May also assist with programming, events, outreach, and marketing and public relations efforts.

KNOWLEDGE, SKILLS AND ABILITIES: Outstanding people skills and commitment to public service. Ability to maintain consistent, friendly, quality service and joyful relationships with all. Flexible, creative, innovative, enthusiastic team player. Ability to exercise independent judgement, make decisions, and solve problems within the parameters of library policy. Able to work independently, take initiative, conceptualize and execute projects and manage multiple priorities. Ability to enjoy and celebrate change.

Basic knowledge of adult popular literature; print and electronic reference tools. Must have fundamental computer skills. Knowledge to provide basic technology support to patrons is a must. Knowledge of public library policy, services, and practices. Experience with Google, Microsoft products is preferred.

PROFESSIONAL RESPONSIBILITIES: Expected to keep abreast of current trends and techniques in public library service; participate in the activities of professional library organizations, countywide initiatives and library meetings. Pursue continuing education opportunities and positively promote and represent the library at fundraising and community events. Occasional travel.

The responsibilities for this position will include, but are not limited to:

REQUIREMENTS & QUALIFICATIONS

Basic Requirements

- Minimum of Bachelor's Degree required; MLIS Degree preferred.
- Background in public service strongly preferred. Ability to interact with a diverse and broad-ranging public. Maintains high quality of service and effective relations with patrons of all ages and staff. Responds to patron requests and concerns in a consistent, positive manner.
- Fosters inter-departmental relationships and communication to reach library goals.
- Must be able to work independently, be comfortable opening and closing the library.
- PA Child Abuse and PA Criminal Clearances are required.

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Specific Requirements

- Familiarity with doing research, provide reference help, reader's advisory assistance.
- Familiarity and comfort with electronic devices (e.g. laptops, tablets, Kindles, e-readers, smart phones) and e-resources offered by the library. Able to assist patrons one-on-one with electronic needs and in a small-class setting.
- Assist with collection development/materials selection/maintenance (e.g. weeding). Reviews new publications and sources and evaluates materials to make recommendations.
- Assists with promotion of library services and materials through displays, booklists, publicity pieces and other public relations efforts.
- Schedules use of community meeting rooms.
- Develops, manages or assists with adult programming efforts. Includes outreach efforts.
- Helps oversee volunteers and Community Service workers.
- Assists with circulation and shelving duties as needed.
- Assists with computer and technical support as needed.
- Embraces the Library as a whole and as such be aware of and promote all Library events and policies.
- Participates in meetings, continuing education opportunities and professional development. Occasionally collaborate with staff and volunteers on library-wide projects and events.
- In conjunction with Board, Director and Staff, updates/creates and enforces library policy.
- Performs other duties as assigned.

WORK ENVIRONMENT

Physical Requirements

- Includes sitting, walking, bending, stooping, and lifting books and files of approximately 35 lbs. or less. Frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch. Frequent exposure to noise and disruptions and typical household cleaning projects. Ability to set-up tables and chairs.
- Work may include extended periods of time viewing a computer screen and operating a keyboard. Repetitive motion.

Tools and Equipment Used

- Automated library system; personal computer, printers, software programs, cash register, calculator, copier; phone and fax; audio-visual equipment, book carts.
- May assist with some facility maintenance on an emergency basis.

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ADDITIONAL INFORMATION

Library Mission

To champion reading and empower the community through free access to quality resources, outstanding services and dynamic programs.

Philosophy of Service

The staff of Shaler North Hills Library is committed to providing the highest level of service to our library patrons, from those who visit our facility to those we reach electronically; to our local community, our volunteers, our Friends of SNHL and all those who will benefit from all our public library offers.

Affirmative Action/Equal Employment Opportunity/Americans with Disabilities

It is the goal of Shaler North Hills Library to employ a diverse group of individuals. Efforts will be made to accommodate qualified persons with disabilities.

Disclaimer

Job description statements are intended to describe the general nature and level of work being performed by employee assigned to this job title. They are not an exhaustive list of all responsibilities, duties and skills required.

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Updated 1/27/25