Job Announcement
Public Library Assistant

Location: Allenstown Public Library

Employment Type: Part-time Library Assistant

Reports To: Library Director

Job Summary

The Public Library Assistant provides frontline customer service and operational support in a public library setting. This position assists patrons with library services, circulation tasks, basic technology use, and general inquiries while maintaining a welcoming, inclusive, and organized library environment.

Key Responsibilities

Public Service & Patron Assistance

- Greet patrons and provide courteous, knowledgeable assistance in person, by phone, and via email
- Issue library cards and explain library policies, services, and procedures
- Assist patrons with basic reference questions and direct them to appropriate resources
- Support equitable access to library services for patrons of all ages and abilities

Circulation Services

- Check materials in and out using the library's integrated library system (ILS)
- Handle holds, renewals, interlibrary loan requests and returns, overdue notices
- Collect fees in accordance with policy
- Participate in Collection Development using patron driven referrals to Director
- Sort, shelve, and maintain materials in proper order
- Perform routine opening and closing procedures

Technology Support

- Record statistical data for Director reports
- Create library records for materials,
- Process materials to include creating spine labels, barcodes and application of covers; train volunteers to assist
- Provide basic guidance for accessing digital resources such as eBooks, databases, and online services
- Report technology issues to Director

Programming

- Assist with craft preparation, setup, and cleanup for library programs and events
- Promote library services and programs to patrons

Collection & Facility Support

- Maintain orderly shelves, displays, and public spaces
- Conduct basic collection maintenance, including mending and processing materials
- Observe library safety procedures and report facility or security concerns

Knowledge, Skills, and Abilities

• Strong customer service and interpersonal skills

• Ability to understand and implement library policies and procedures

• Basic computer skills and willingness to learn new technologies

• Ability to follow written and verbal instructions

• Attention to detail and organizational skills

• Ability to work independently and as part of a team

Minimum Qualifications

- High school diploma, some secondary education preferred, avid reader
- Prior experience working with the public
- Can apply customer service values
- Experience working in a library or educational setting preferred but not required

Physical Requirements

- Ability to stand, walk, bend, and reach for extended periods
- Ability to lift and move library materials up to approximately 25–30 pounds
- Ability to push carts of library materials

Work Environment

- Public service environment with frequent interaction with patrons
- Moderate noise levels typical of a public library
- Work may include evenings and weekends

This description is an overview of regular duties and is not inclusive of other duties that may be assigned within reasonable guidelines and expectations of fulfilling the library's mission to provide a welcoming, clean, and orderly space for citizens to meet, use library resources and pursue life long learning.

Equal Opportunity Statement

The library is an equal opportunity employer and is committed to fostering a diverse and inclusive workplace.

How to Apply

Send or deliver cover letter, resume, employment application, (available at the library) and two references to:

Beverly Pietlicki, Library Director
Allenstown Public Library
59 Main Street
Allenstown, NH 03275

To request an employment application email: allenstownpubliclibrary@gmail.com