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## LEBANON PUBLIC LIBRARY – Employment Opportunity

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Job Title: Patron Services Assistant – Technology Center

FLSA Status: Non-Exempt

Reports to: Technology Center & Site Safety Supervisor

Requirements for All Employees:

- Ability to work effectively with staff, patrons, supervisors, and others.
- Ability to use various technology to complete work.
- Ability to follow library policies and procedures.
- Ability to work accurately in a changing and varied environment.

Position Summary:

Under the guidance of the Technology Center and Site Safety Supervisor, this employee is responsible for staffing the Technology Center Desk, with a focus on assisting patrons with their technology-related queries.

Requirements for This Position:

- Solid knowledge of general library philosophy including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of job duties.
- Consistently provides excellent internal and external customer service.
- Knowledge of current technologies and personal devices and ability to perform basic troubleshooting.
- Ability to effectively communicate instructions to patrons and staff members.
- Knowledge of library databases, print resources, and reference materials to assist patrons' informational needs.
- Working knowledge of library computer systems and ability to perform basic troubleshooting.

Education/Experience:

- Bachelor's degree from a four-year college or university or Associate's degree from a two-year college or university is preferred.
- At least one year of customer service experience is preferred.

#### Duties of This Position:

- Staff the Technology Center Desk.
- Greets and assists all patrons with a helpful, friendly demeanor.
- Uses websites, library databases and apps, and other resources to consistently and accurately assist with patrons' informational queries.
- Assists other staff members with displays, programs, and library events.
- Staff the Main Floor Desk as needed with a focus on circulating library materials and assisting patrons with their informational needs.
- Other duties as assigned.

#### Physical Requirements:

- Frequently communicates with patrons, staff, and vendors to provide assistance and answer questions. Must be able to effectively exchange information in these situations.
- Ability to operate a computer and other equipment such as a printer/copier.
- Positions oneself to retrieve materials from shelves and carts.
- Ascends/descends a step stool to access supplies or put away materials.
- Frequently pushes and pulls book carts weighing up to 75 lbs. and transports materials.
- Frequently moves about the library to collect materials, access supplies, and assist patrons and other staff members.

## **Lebanon Public Library Employment Opportunity**

### **Position: Patron Services Assistant – Technology Center**

Part-time, 32-hours/week; \$18/hour

#### Work schedule:

Mondays: 12:00 pm-8:00 pm

Tuesdays: 9:00 am-5:00 pm

Wednesdays: 12:00 pm-8:00 pm

Saturdays: 9:00 am-5:00 pm

Ideal start date: January 6, 2025

The Lebanon Public Library is seeking a customer service-focused, team-oriented individual who will excel at providing public library services to patrons of all ages. This position works a flexible schedule, which may include evenings and Sundays (April-October). The ideal applicant will embody the Library's Mission, Vision, and Values, which can be found [here](#) on our website.

#### **Unique aspects of working for Lebanon Public Library:**

We are located in historic downtown Lebanon, Ohio. The juvenile collection is housed in the original Carnegie portion of the building, which opened in 1908. Story time facilities and a technology center were added in 2015; the project was included in the Architecture Issue of *Library Journal*. We welcome staff members' innovative ideas and projects and value a kind and inclusive workplace, while promoting a healthy work-life balance. We have established long-standing connections with Lebanon City Schools and many other community partners that provide us with plenty of opportunities to collaborate. Excellence in customer service is a top priority.

#### **Application:**

For consideration, applicants should email a resume, letter of interest, and at least one professional reference to Stacy Books, Director at [stacybooks@lebanonlibrary.org](mailto:stacybooks@lebanonlibrary.org). Applications will be reviewed as received. The position is open until filled.

Lebanon Public Library  
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