KENT FREE LIBRARY JOB POSTING

Position: Borrower Services Assistant (part-time, up to 24 hours per week)

Closing Date: Applications received by December 1, 2025 will receive priority consideration.

Summary: The library is seeking an outgoing, friendly, cooperative, reliable and dedicated Borrower Services Assistant to join our team at the Checkout desk and Drive Thru window. The Borrower Services Assistant performs a variety of customer service and circulation tasks including: assisting library users with their accounts, handling all transactions related to the borrowing of library materials, and performing day-to-day circulation tasks. Assistants must be available to work a combination of day and evening shifts as well as a regular weekend rotation. This position reports to the Borrower Services Manager and works with a team of other assistants and library pages.

Position Description: Duties include welcoming library users to the building, front-line customer service at the check-out desk, checking in and out library materials, sorting and shelving materials, accepting and recording fines paid, preparing materials for the hold shelf, processing ILL delivery, creating library cards for new users, and maintaining general knowledge of library services and programs to respond to information requests from the public. The successful candidate will be able to deliver excellent and courteous customer service in an efficient manner to all library users while following and enforcing library policies and procedures. Assistants are expected to act in a professional manner in all interactions with customers, the public, and coworkers. In addition, the successful candidate must positively represent the library to the community and demonstrate a positive outlook while performing job duties.

Qualifications: High school diploma and the ability to provide excellent customer service both in person and on the telephone; communicate effectively; handle personal information with discretion; work quickly and efficiently; pay attention to details; operate the circulation software SirsiDynix Symphony and other basic computer programs; operate a cash register and handle money responsibly; read labels, sort and shelve materials, adhere to established procedures and policies, and perform job responsibilities with accuracy. In addition, the successful candidate must be able to lift up to 20 pounds, bend, stoop, reach, stretch, push, pull and stand for extended periods of time.

Salary: Starting $13.91 per hour

To Apply: Please submit a job application and letter of interest. Applications are available at the library or at www.kentfreelibrary.org/about/employment. Email to: stacey.richardson@kentfreelibrary.org or deliver to the library at 312 W. Main St. Kent, OH 44240. *No phone calls please.*