

### **Boundless Library Assistant (Rawson Branch) – Part-Time**

The **Boundless Library Assistant** provides welcoming customer service to all Boundless @ Rawson Library customers located inside Rawson Elementary School. This position performs general library services to students and teachers during the school day and the community during public hours in the afternoon. These services include circulation, issuing and receiving books and other media, and general customer service using library services and the library facility. This position ensures the highest level of service is provided by staff to all customers. The position is year-round, scheduled for up to 25 hours per week, and does not follow the school calendar. The typical schedule for this role is 12 pm – 5 pm, Monday through Friday. Occasional evenings and weekends as needed.

#### **RESPONSIBILITIES INCLUDE:**

##### **Greeting and Customer Service**

- Greets and welcomes students, teachers, and other customers in person and on the phone; answers customer inquiries via email.
- Responds to questions and complaints related to library use and/or refers customers to supervisor for more detailed information/assistance.
- Uses traditional library resources, including the library's website, library catalog, booklists, ready reference resources, etc., to answer routine, quick reference, and straightforward customer inquiries.
- Provides general/ready reference (ex., telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.).
- Assists with library programming as needed.
- Assists at other library locations as needed
- Engages customers, with a focus on listening to and supporting their needs, anticipating and delivering high-quality services, ensuring their satisfaction, and connecting them to the collection and library services and programming.

##### **Shelving and Collection Maintenance**

- Sorts and shelves, books, and other materials.
- Makes occasional updates or edits to collection records.
- Inspects books and other materials for damage.
- Prepares new library materials.
- Helps maintain material displays.

##### **Processing of Customer Accounts and Circulation of Materials**

- Assists students, teachers, and other customers in borrowing, renewing, placing holds, and returning books and other materials

- Collects payment for damaged or lost books and materials and applies for payments according to the procedure.

### **Technical Assistance**

- Assists students, teachers, and other customers in using the online catalog, the Internet, library databases, the website, and other electronic tools and resources.
- Assists customers in using printers, fax/scan machines, and other commonly accessible technological equipment.

### **Other duties as assigned.**

- The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

### **EDUCATION and EXPERIENCE/QUALIFICATIONS:**

#### **Required**

- High School Diploma or equivalent
- At least one year of customer service experience
- Prior experience working with children
- Experience working with diverse children and families
- Proficient in Microsoft Office applications, Google Drive, and email application
- Experience working in a library or school setting

### **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach, and pull.
- Ability to maintain composure in every day, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit, and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

### **What we offer employees:**

Hartford Public Library offers part-time benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- Paid vacation time - prorated based on part-time status. Example: Average 25-hour work week will accrue approximately 1.29 hours per pay period.
- Paid sick time – prorated based on part-time status. Example: Average 25-hour work week will accrue approximately 3.28 hours per pay period.
- Mental health support through the Employee Assistance Program (EAP)- first 3 sessions at no cost to the employee.

- Paid professional development, continuing education, and staff engagement opportunities.
- Commitment to an active plan for diversity, equity, and inclusion work, including implementation of a staff-led DEI Road Map.

### **What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating, and engaging spaces where people can learn and discover, explore their passions, and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees, including English Language Learning, Citizenship preparation, and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia Teen Spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio, and video collections · And so much more!

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference “**Boundless Library Assistant, Rawson Branch**” in the subject line of your email. The deadline for internal applications is February 4, 2025.

**Hiring Range: \$19.35 - \$20.31 DOE**

**Hartford Public Library is an Equal Opportunity Employer.**