



Floating Library Assistant – Part-Time (2 positions)

Join the Hartford Public Library! The Library Assistant is a member of a pooled team of customer service specialists that provide systemwide support at all Hartford Public Library locations. The role is a substitute position, working up to 25 hours per week. Hours may vary based on organizational needs. The Library Assistant provides welcoming customer service and performs general clerical library services. These services include general circulation, issuing and receiving books and other media, and general direction in accessing library services. Tentative Shift Range: Shift timings are between 9:30 am and 6 pm, 5-7.5 hours, Monday – Friday, with occasional Saturdays and Sundays. Library locations are conveniently located within a 5-mile radius.

RESPONSIBILITIES INCLUDE:

Greeting and Customer Service

- Greets and welcomes customers in person and on the phone and answers customer inquiries via email.
- Addresses inquiries and connects customers to the correct service or staff person.
- Responds to questions and complaints related to library use and/or refers customers to the supervisor for more detailed information/assistance.
- Uses traditional library resources, including the library website, library catalogue, booklists, ready reference resources, etc., to answer routine, quick reference, and straightforward customer inquiries, including, but not limited to, basic readers' advisory (ex. specific book titles, authors/titles in a specific genre, popular teen books, etc.).
- Provides general/ready-to-use references (ex., telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.).

Technical Assistance

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

Processing of Customer Accounts and Circulation of Materials

- Assists customers in borrowing, renewing, and returning books and other materials.
- Assists customers in applying for a library card.
- Processes library card applications and updates customer accounts.
- Collects payment for overdue, damaged, or lost books and materials and applies for payments according to the procedure.

Shelving and Collection Maintenance

- Sorts and shelves, books, and other materials.
- Inspects books and other materials for damage.
- Prepares new library materials.
- Helps maintain material displays.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

Required

- High School Diploma or Equivalent required.
- At least one year of customer service experience
- Experience working with diverse and dynamic customers
- Proficient in Microsoft Office applications, Google Drive, and email applications.

Preferred

- Proficiency in a second language.
- Previous library, civic, and/or public service experience.
- Strong technology skills, knowledge of basic office equipment (i.e., copier/fax/scan machines), and experience providing basic instructions.
- Desire to serve the community.
- Ability to work in a fast-paced environment.
- Will work a weekly schedule of up to 25 hours, including evenings and weekends

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 travel to all facilities within the city during all weather conditions.
- 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 and reference **Floating Library Assistant (PT)** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccination is not required at this time.

Appointment Rate: \$19.91/hour

Hartford Public Library is an Equal Opportunity Employer.