

## **Floating/Substitute Library Assistant**

The Library currently seeks a **Floating Library Assistant**. The Library Assistant provides welcoming customer service to all customers. Performs general clerical library services in assisting customers. These services include general circulation, issuing and receiving books and other media, and general customer service in using library services and the use of the facilities. This position ensures the highest level of service is provided by staff to all customers.

***The Library Assistant is a member of a pooled team of customer service specialists that provides system wide support at all Hartford Public Library locations. This is a substitute position and there is no guarantee of hours every week.***

Responsibilities include:

### **Greeting and Customer Service**

- Greet and welcome customers, in person and on the phone; 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 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 reference (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, website, and other electronic tools and resources
- Assists customers in use of printers, fax/scan machines, and other commonly accessible technological equipment.

### **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

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

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

## **QUALIFICATIONS**

### **Required**

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

### **Preferred**

- Proficiency in a second language preferred.
- Previous library, civic and/or public service experience preferred.
- Strong technology skills and knowledge with basic office equipment (i.e. copier/fax/scan machines) and experience providing basic instructions preferred.
- Desire to serve the community.
- Ability to work in a fast-paced environment.

## **What we offer employees:**

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

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the 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 **Floating Library Assistant** in the subject line of your email.

**Tentative Shifts Range: 5-7.5 hours a shift, Monday – Friday with some Saturday's and Sunday's. Preferred availability until 6PM 2-3 days a week.**

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommend 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, they are not required at this time.

**Appointment Rate: \$18.51**

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