

## **Information Services Specialist – Downtown Location Full-Time**

The **Information Services Specialist** plays a key role in the delivery of customer-focused library services. Responsible for answering customer questions, supporting programs and services for adults, and assisting with overall customer service. This position may serve as Manager in Charge and assist with scheduling. Assists with collection maintenance activities and projects when appropriate. Participates in system-wide strategic initiatives, and actively interacts with the community, and ensures services align with customers' needs. Displays curiosity in library and community services and manages reference inquiries with accuracy and efficiency. **Standard hours of Library operations are 9 a.m. – 8 p.m. Monday – Friday. The weekly schedule includes evening hours and weekend shifts in rotation.**

### **RESPONSIBILITIES INCLUDE:**

#### **Information and Technology Services**

- Provide information, resources, and referrals to community services, agencies, and events via chat, phone, email, and in-person to customers.
- Instructs and assists patrons with technology and equipment including but not limited to public computers, online catalogs, and digital resources.
- Helps customers with in-depth information and technology queries; conducts 1 on 1 appointments and/or small group classes for information and technology assistance.
- Research and answer customer questions by locating appropriate sources of information using a variety of tools and resources.
- Creates resource guides and bibliographies and creates reading lists.
- Assists with the creation and maintenance of Libguides.

#### **Public Services**

- Provides direct public service at service desks, including reference/research services and reader's advisory via chat, phone, email, and in-person to adults, teens, and children.
- Interprets, explains and applies library policy and procedures to respond to customer concerns.
- Assists customers in borrowing, renewing, and returning books and other materials.
- Processes library card applications; updates customer accounts.
- Performs direct services to customers (Municipal ID, notary public, or passport services).
- Assists with outreach and connects with community organizations.
- Assumes Manager in Charge Responsibilities as needed. Assists with staff desk scheduling

#### **Collection Development**

- Creates dynamic displays utilizing the collection and other library resources to promote the collection and library services.
- Assists in the selection of materials for the collection.

#### **Programming**

- Delivers programming based on community needs.
- Assists with public programming set up and delivery including promotion and signage both physical and virtual.
- Assists with room reservations and programming set up for outside organizations and individuals.

## **EDUCATION AND EXPERIENCE/QUALIFICATIONS:**

- Minimum Associate's Degree--Bachelor's degree preferred, candidates with Associate's Degrees or Bachelor's in progress will be considered.
- Two years of relevant customer service job experience, at least one year of public library experience preferred.
- Bi-lingual Spanish speaker preferred.
- Capacity to manage multiple sources of information and resources.
- Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office), and other job-related equipment and systems
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Experience helping customers with technology.
- Ability to apply empathy and patience.
- Ability to engage in active listening.
- Understanding of social justice issues.
- Must be comfortable working with diverse populations.

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

- Municipal Employee Retirement Fund-Pension Plan with employer contribution
- Health Care, Dental, and Pharmacy benefits
- Life Insurance
- Paid Time Off - Vacation, personal, and sick time
- 2 Floating Holidays
- 11 Paid Holidays
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education, and staff engagement opportunities
- Commitment to an 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

**To Apply:** Please email your resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Information Services Specialist** in the subject line of your email. The deadline for internal applications is **May 13, 2026**.

**Hiring Range:** \$46,620.08 - \$49,011.30 DOE

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