



## **Information Services Specialist      Full Time**

This position 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. Weekly schedule includes evening hours and weekend shifts in rotation.

### **RESPONSIBILITIES INCLUDE:**

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

- Provides 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 to include but not limited to public computers, online catalog, and digital resources.
- Helps customers with in-depth information and technology queries; conducts 1 on 1 appointments and/or small groups 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 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, renewal 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.

***Other duties as assigned.***

#### **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 a diverse, urban population

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

- Ability to continuously bend, twist, stoop, reach and pull.
  - Ability to keep composure in everyday, 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:

- 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) add **Information Services Specialist** in the subject line of your email. Deadline for internal application is September 7, 2024.

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, vaccinations are not required at this time.

**Hiring Range:** \$45,252.22-\$47,573.24 **DOE**

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