

### **Library Assistant – Dwight Branch Part-Time (1 position)**

The **Library Assistant** performs customer service assistance in person, by phone, and via email, and provides instruction on the use of library facilities, equipment, and technology. Duties include using electronic library systems to perform clerical services, including circulation of library materials, updating records, and communication with patrons and library staff; collection development and maintenance; and assisting with other library projects and programming. This position requires significant public contact, excellent customer service skills, patience, empathy, and an ability to keep abreast of library events, services, and procedures. **Standard work hours are 9.30 a.m. – 2.30 p.m. or 1 p.m. - 6 p.m. weekdays. Schedules also include one Saturday every 3<sup>rd</sup> week on rotation and may require occasional evenings and Sundays.**

#### **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 connect 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:
- Provides 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**

- Uses electronic library systems to perform clerical services, including circulation of library materials, updating records, and communication with patrons and library staff.
- Assists customers using the online catalog, Internet, library databases, website, and other electronic resources.
- Assists customers in using printers, fax/scan machines, and other commonly accessible technology 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.
- Process and route deliveries of interlibrary loan materials.

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

### **Shelving and Collection Maintenance**

- Performs stacks and materials maintenance and sorts and shelves books and other materials.
- Prepares new library materials, helps maintain material displays, and assists with other library projects.

### **Library Service Delivery and Promotion**

- Perform direct services to customers (Municipal ID, notary public, or passport services).
- Engages customers, focusing 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.
- Models exceptional customer service to team members.
- Help train new staff on public service operations.
- Assists with updating procedures manuals and instructions.
- Assists with ongoing or temporary projects (ILS records maintenance, stacks signage, security guard training class registrations).
- Assists with programming setup and delivery.

### **SECONDARY FUNCTIONS:**

- **Mission:** Positively reflects Hartford Public Library's mission, vision, and values to staff and the public
- **Trends:** Keeps informed of current trends, improved programs and processes to better meet the needs of the community.
- **Service:** Provides welcoming customer service to all customers.
- **Safety:** Ensures safe conditions for staff, public and building operation. Takes appropriate action in building emergencies.
- **Payments:** Receives payment for overdue, damaged or lost books and materials, and applies payment according to procedure.

### ***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.
- One year of customer service experience.

#### **Preferred**

- Ability to work in a fast-paced environment.
- Experience working with diverse populations.
- Able to travel to all library locations (across Hartford).
- Bilingual communication (oral and written).

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach, and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Able to travel to all facilities within the city, during all weather conditions.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Able to walk, sit, and stand for extended periods.

### **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 1.9 hours per pay period.
- Paid sick time – prorated based on part-time status. Example: Average 25-hour work week will accrue approximately 2.9 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, and active plan of, 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

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Library Assistant – Dwight Branch** in the subject line of your email.

**Appointment Rate:** \$20.92/Hourly with incremental increases (see below).

<b>Base Rate</b>	<b>Step 1 (6 months)</b>	<b>Step 2 (1 year)</b>	<b>Step 3 (1 ½ years)</b>	<b>Step 4 (2 years)</b>
\$20.92	\$21.96	\$22.99	\$24.04	\$25.08

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