

## **Library Assistant – 2 Vacancy's, Various Locations**

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; performing stacks and materials maintenance; and assisting with other library projects. This position requires a great deal of public contact, excellent customer service skills, demonstrated patience and empathy, and an ability to keep abreast of library events, services, and procedures.

### **Greeting and Customer Service**

- Greets and welcomes customers, in person and on the phone; 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:
  - Basic readers' advisory (ex. specific book titles, authors/titles in a specific genre, popular teen books, etc.)
  - General/ready reference (ex. telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.)

### **Technical Assistance**

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

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

- Assists customers in borrowing, renewal and returning books and other materials
- Processes library card applications; updates customer accounts
- Assists customers in applying for a library card
- Processes and routes deliveries of interlibrary loan materials
- Collects payment for services, damaged or lost books and materials, and applies payments according to 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

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

- Performs direct services to customers (Municipal ID, notary public, or passport services)
- Engages customers, with a focus 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
- Assists with ongoing or temporary projects (ILS records maintenance, stacks signage, security guard training class registrations)

### **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.**

### **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

#### **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 **FT Library Assistant** in the subject line of your email.

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: \$40,757.60 annually**

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