



Library Assistant – Various Locations

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. www.hplct.org.

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 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. Responsibilities include:

Greeting and Customer Service

- Greet and welcome customers, in person and on the phone; answer 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)

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

- Collects payment for services, damaged or lost books and materials

Shelving and Collection Maintenance

- Perform stacks and materials maintenance; sort and shelve books and other materials.
- Prepares new library materials; helps maintain material displays; and assist with other library projects

Library Service Delivery and Promotion

- Performs direct services to customers (Municipal ID, notary public, or passport services)
- Engages customers with a focus on supporting their needs, delivering high quality services, and connecting them to the collection and library services
- Assists with ongoing or temporary projects (ILS records maintenance, stacks signage, Etc.)

QUALIFICATIONS:

Required

- High School Diploma or equivalent
- One year of customer service experience
- Ability to work in a fast-paced environment. Experience working with diverse populations. Community service.
- Able to travel to all library locations (across Hartford).

Preferred

- Bachelor degree in related field
- Bilingual communication (oral and written) preferred

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Library Assistant** in the subject line of your email.

Newly hired employees of the Hartford Public Library must present proof of receipt of a COVID-19 vaccination and may not begin employment at the Library until proof of vaccination (two doses of either the Pfizer or Moderna vaccines or one dose of the Johnson & Johnson vaccine). Booster vaccinations may be required in the future. The Library may consider exemptions for prospective employees who cannot become vaccinated due to a qualifying medical condition or a sincerely held religious belief. Candidates who receive a conditional offer of employment and who seek a medical or religious exemption to the Library's vaccination policy will be provided with additional instructions at the time of the conditional offer. Testing requirements and/or additional PPE requirements may apply to unvaccinated employees.

Appointment Rate: \$18.51 per hour

Hartford Public Library is an Equal Opportunity Employer.