

## **Outreach and Program Library Assistant, Library on Wheels – Full-time**

The Outreach and Program Library Assistant is responsible for providing direct service to customers on the Library on Wheels (LOW) and other specified sites. The employee works under the general direction of the Outreach and Program Coordinator to deliver a variety of library services and programming to designated community partner sites. This position is responsible for driving the HPL Library on Wheels vehicle as part of community outreach and requires the ability to work a varied schedule inclusive of evenings and weekends.

### **Community Outreach & Engagement**

- Carries out visits to community events, community organizations, businesses, shelters, senior centers, and housing centers on the LOW. This includes preparing and compiling appropriate materials beforehand, and conducting programming as requested.
- Promotes reading and literacy to children, families, and underserved populations at outreach events. Maintain and cultivate contact with the general community.
- Assists customers in accessing community services.
- Disseminates information relating to social and community resources to staff and customers.

### **Public Service**

- Assists customers in using the online catalog and other electronic tools and resources; assists and instructs customers in using library services, equipment, and facilities.
- Assists customers in applying for a library card, and processes applications; utilizes computer hardware and software to enter and retrieve customer information.
- Assists customers with holds, circulation and accessing HPL services and resources.
- Provides basic information and readers' advisory service.
- Anticipates customer needs and delivers timely, accurate information/solutions. Listens and actively promotes cooperation and trust to meet customer needs.

### **Programming**

- Supports arts, cultural, literary, and digital literacy programming and outreach alongside Programming and Events Manager, and Outreach Coordinator that aligns with system-wide themes and strategic goals.
- Programming and Events Manager, and Outreach Coordinator that aligns with system-wide themes and strategic goals.
- With the guidance of the Outreach and Programming Coordinator, develop partnerships with community

### **Reporting & Statistics**

- Submits activity reports to Outreach Coordinator.
- Assists with maintaining the LOW Outreach calendar.

## **EDUCATION and EXPERIENCE/QUALIFICATIONS:**

### **Required**

- High School diploma or equivalent.
- One year of Customer Service experience.
- Valid CT Driver's License.
- Ability to work a varied schedule inclusive of evenings and weekends.
- Solid working knowledge of all MS Office suite.
- Strong commitment to consistent, excellent customer service to diverse populations.
- Ability to work independently and in a team environment.
- Solid written and verbal communication, listening, organizational and priority setting skills.
- Previous library experience is highly desirable.

### **Preferred**

- Second Language Preferred – Spanish
- Associate's or Bachelor's degree in related field

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods of time.
- Close vision, distance vision, peripheral vision, depth reception, and ability to adjust focus.
- Lifting of moderate to heavy weight material up to 50 lbs.

**Note: This is a full-time position. Schedule includes evenings and weekends.**

### **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 **Outreach and Program Library Assistant -LOW** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all 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:** \$19.5151/hour

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