

Senior Library Assistant, Albany

The **Senior Library Assistant** performs general clerical library services in assisting customers. These services include general circulation, issuing and receiving books and other media, and general customer service in using library services and the use of the facilities. This position ensures the highest level of service is provided by staff to all customers. Responsibilities include:

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.
- Models' exceptional customer service to team members.
- Helps train new staff on public service operations.
- Assists with updating procedures manuals and instruction.
- Assists with ongoing or temporary projects (ILS records maintenance, stacks signage, security guard training class registrations).
- Assists with programming set up and delivery.

Collection Development and Maintenance

- Participates in the development and maintenance of the Library Collection, including selection of materials and creation of displays, both physical and virtual.
- Actively promotes library collections.
- Sorts and shelves books and other materials; leads other collection related projects under the direction of a supervisor.
- Inspects books and other materials for damage; routes deliveries of interlibrary loan materials.
- Processes incoming library materials.

Greeting and Customer Service

- Greet and welcome customers in person and on the phone; answers customer inquiries via email.
- Addresses inquiries and connects customers to the correct service or staff person.
- Responds to questions and complaints related to library use and tries to resolve issues.
- Uses traditional library resources including the library website, library catalogue, booklists, ready reference resources, etc., to answer routine, quick reference, and straight forward customer inquiries including, but not limited to:
 - Basic readers' advisory (ex. specific book titles, authors/titles in a specific genre)
 - General/ready reference (ex. telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.)

Processing of Customer Accounts and Circulation of Materials

- Assists customers in borrowing, renewal, and returning books and other materials.
- Assists customers in applying for a library card.
- Processes library card applications; updates customer accounts.

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

Technical Assistance

- Assists customers in using the online catalog, Internet, library databases, website and other electronic tools and resources.
- Assists and instructs customers in use of printers, fax/scan machines, and other commonly accessible technological equipment.

EDUCATION AND QUALIFICATIONS:

QUALIFICATIONS

- Bachelor's Degree required.
- Must have one year of Library Experience.
- Must have two years of customer service experience in a fast-paced and diverse environment.
- Must have ability to operate and navigate a computer, comfortable using and instructing others on technological equipment, and solid working knowledge of all MS Office suite.

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 and reference **Senior Library Assistant** 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, they are not required at this time.

Hiring Rate: \$1,579.09/\$41,056.34

Hartford Public Library is an Equal Opportunity Employer.