



Floating Library Assistant

The Library Assistant is a member of a pooled team of customer service specialists that provides system wide support at all Hartford Public Library locations. This is a substitute position and there is no guarantee of hours every week.

The Library Assistant provides welcoming customer service to all customers. 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.

Duties include:

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/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.).
- Provides general/ready reference (ex. telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.).

Technical Assistance

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

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

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.

QUALIFICATIONS

Required

- High School Diploma or Equivalent required.
- At least one year of customer service experience required.
- Experience working with diverse and dynamic customers required.
- Proficient in Microsoft Office applications, Google Drive, and email applications required.

Preferred

- Proficiency in a second language preferred.
- Previous library, civic and/or public service experience preferred.
- Strong technology skills and knowledge with basic office equipment (i.e. copier/fax/scan machines) and experience providing basic instructions preferred.
- Desire to serve the community.
- Ability to work in a fast-paced environment.

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

Hartford Public Library is an Equal Opportunity Employer.