



Outreach Assistant, Library on Wheels

The Outreach Assistant is responsible for providing direct service to customers on the Library on Wheels (LOW) and other specified sites. Works under the general direction of the Outreach and Program Coordinator to deliver a variety of library services to designated community partner sites.

Programming & Community Outreach

- Carries out visits to local child care centers, schools, community events, community organizations, businesses and shelters 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
- Connects children and their families and caregivers with resources that encourage reading
- Maintains and cultivates contact with the general community

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
- Provides basic information and readers' advisory service for bookmobile customers
- Anticipates customer needs and delivers timely, accurate information/solutions
- Listens and actively promotes cooperation and trust to meet customer needs

Collection

- Assists Outreach Coordinator with the development and evaluation of print and nonprint materials for customers, maintaining a relevant collection for the LOW and community collections in addition to program materials

Reporting & Statistics

- Keeps circulation, usage and program statistics; submits activity reports to Outreach Coordinator

QUALIFICATIONS

- Associate's Degree in a related field required
- Minimum of one year working in a public library or related community outreach community
- Valid CT Driver's License
- Solid working knowledge of all MS Office suite
- Strong commitment to consistent, excellent customer service to a diverse population
- Ability to work independently and in a team environment
- Solid written and verbal communication, listening, organizational and priority setting skills

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in Early Childhood Education, Social Work or Related Field
- Master's Degree in Library Science
- Second Language Preferred - Spanish

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