

Employment Opportunity

Substitute Library Assistant - Town of Colchester - Cragin Memorial Library

Friendly, energetic, customer-oriented individual needed for circulation desk duties to work with patrons of all ages. Duties are varied and will include: checking items in and out, placing holds, answering the telephone, assisting patrons with library resources (including downloading ebooks), patron registration and basic reference inquiries, and other duties as assigned. Proficiency with computers, the Internet, social media, word processing, and customer service experience required; library experience preferred. High school diploma or GED required. Retail or other high customer service experience highly desirable. One year of library experience (or LTA) and Bachelor's degree preferred. Experience with Ill's Encore catalog and Sierra circulation system preferred.

See detailed job description and application at <https://www.colchesterct.gov/human-resources/pages/employment-opportunities>.

Part-time, on-call, hours vary as needed for service desk coverage \$13.47 per hour, no benefits. This is a year-round position. Qualified candidates should submit a Town of Colchester application and resume to the First Selectman's Office, 127 Norwich Avenue, Colchester, CT 06415 by Friday, September 10, 4:00 pm. **EOE The Library does not receive or process applications.**

Job Description

Town of Colchester - Cragin Memorial Library

Position Description: Library Assistant

General Statement of Duties: Provides friendly, high-quality customer service to all Library patrons. Performs varied library services in the circulation of books and other materials, patron registration, and other routine tasks as assigned. Assists patrons with downloading library materials and basic use of public computers and the Internet, including social media.

Supervision Received: Works under the supervision of the Circulation Supervisor, Librarians, the Library Director, and the First Selectman.

Supervision Exercised: May supervise Library Shelves, volunteers, community service workers, and summer employees.

Examples of Duties:

Prepares and maintains Circulation Desk for a smooth running and tidy operation.

Collects and sorts materials from DeliverIT bins and book drops.

Greets Library patrons.

Performs all circulation desk duties, including material check-ins, check-outs, renewals and reserves.

Explains self-service aspects of library system to Library patrons, including searching library catalog, placing holds, and renewing library materials.

Assists Library users with public Internet computers, explains use of mouse, Internet browser, search engine, and e-mail.

Assists patrons with public printer/copier.

Assists Library patrons with downloading ebooks and audiobooks from Overdrive and ResearchIT to personal devices such as the Kindle, nook, or iPad.

Assists new users applying for library cards.

Collects patron fines and fees.

Operates a variety of office and library machines.

Provides basic assistance for word processing such as opening, saving, and printing a document.

Answers telephone according to Library customer service procedures.

Answers directional and policy and procedure questions.

Sorts, shelves and files materials as necessary.

Performs related work as required.

Works in other areas as assigned.

Knowledge, Abilities and Skills:

Ability to establish good rapport with library users of all ages, abilities, and cultural backgrounds.

Ability to follow written and oral instructions.

Ability to alphabetize.

Ability to learn Dewey Decimal System

Ability to learn automated circulation system.

Ability to learn and explain library policies and procedures.

Considerable ability to pay attention to detail.

Considerable ability to complete data entry tasks with a high degree of accuracy.

Good ability to establish and maintain effective working relationships with colleagues and the public.

Internet skills; including knowledge of multiple browsers and search engines, social media, and e-mail.

Knowledge of and ability to use Microsoft Office software: Word & Excel

Ability to lift and carry 40 pounds of books.

Ability to reach over head and grasp library materials.

Ability to bend down, reach, and grasp library materials.

Knowledge of popular reading choices for adults and children.

Education, Experience and Training:

Experience: One year clerical, retail, or library experience.

Minimum Education: High school diploma or G.E.D.

Preferred: 1-2 years of library work experience or LTA and/or Bachelor's degree and/or experience with iii Sierra.

This job description is illustrative of the tasks and responsibilities and not meant to be all inclusive of every task or responsibility. It is a temporary management tool/guide and subject to change.