

Library Technical Assistant 1 - Reference Department (Part-Time)

The E.C. Scranton Memorial Library in Madison, CT seeks a customer service oriented, collaborative and flexible individual to join our team.

The successful candidate will have strong computer and technology skills; excellent oral and written communication and interpersonal skills; and the ability to provide excellent customer service to patrons of all ages.

Essential Job Duties:

- Provides exemplary customer service to the public in person and over the phone.
- Assists patrons to find library materials and to access library and community services; including quiet study rooms.
- Assists patrons with computers, printers, online databases, equipment, and internet searching.
- Ensures that the Library Code of Conduct and other policies are applied fairly and equitably.
- May assist patrons in the Library's Creative Loft or Teen Room as needed.
- Performs other duties as assigned.

Qualifications:

- High school diploma or GED. Library certificates or college education, a plus.
- Computer skills, including keyboarding; basic knowledge of MS Word and Excel; familiarity with the Library's online catalog, website, databases, and other electronic resources, preferred
- Capacity to perform detailed work consistently and accurately
- Ability to deal pleasantly and effectively with the public, including upset patrons
- Experience with III Sierra ILS, a plus

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Duties require moving throughout the building to access collections, leading programs and meetings on occasion, and operating office equipment.
- Duties require ability to express and exchange ideas by means of the spoken word and to perceive the nature of sounds at normal speaking levels, with or without correction.
- Duties require close visual acuity for extensive reading and viewing a computer terminal.
- Duties require extended periods of standing, walking, and sitting.
- Duties require occasional periods of pulling/pushing items, lifting/carrying items up to twenty pounds, bending, stooping, and fine manipulation skills.

Hours: an average of 8 – 12 hours a week, primarily evenings and rotating Saturday shifts.

Benefits & Compensation:

- \$16.00/per hour.
- 13 paid holidays, plus paid time off on a prorated basis.

Reports to: Head of Reference

Employment Status: Part-time non-exempt/hourly

To apply: Send a meaningful cover letter, resume, and contact information for three references to:

scrantonlibraryhr@scrantonlibrary.org on or before December 29, 2023.

Disclaimer: *Nothing in this job description restricts the E.C. Scranton Memorial Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the E.C. Scranton Memorial Library's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

The E.C. Scranton Memorial Library is an equal opportunity employer and does not discriminate as to age, race, color, creed, marital status, national origin, sexual orientation, disability, or other protected status under state and federal laws.