

Library Technical Assistant 3 - Circulation Department

The E.C. Scranton Memorial Library in Madison, CT seeks a customer service oriented, collaborative and flexible individual to join our team. Circulation of books and other materials is one of the Library's most important functions. Circulation staff members play a key role in this function by providing prompt, accurate, and friendly service.

The successful candidate for this position will have strong computer and technology skills; excellent oral and written communication and interpersonal skills; demonstrate an eagerness to lead and collaborate within a team; and the ability to provide excellent customer service to patrons of all ages.

Essential Job Functions:

- Check in and check out materials
- Collect fines for lost or damaged materials
- Register new patrons and provide orientation information
- Find and process holds and notify patrons when they are available
- Assist patrons in person and over the phone
- Responsible for one or more projects, such as Interlibrary Loan support, Museum Pass Management, Technology Assistance, reporting, online library card applications, or other critical department tasks
- Provide a minimum of 16-20 hours per week of circulation desk coverage
- Participate in routine team meeting and staff meetings
- Effectively communicate with the Assistant Circulation Manager and the Head of Public Services
- Perform other Circulation activities as assigned

Qualifications:

- High school diploma or GED required. College preferred.
- At least 2-4 years of experience in library circulation or similar work experience
- Computer skills, including keyboarding; basic knowledge of MS Word and Excel; familiarity with the Library's online catalog, web site, 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
- Ability to lift and push book carts weighing ≥ 30 lbs.
- 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, lead programs and meetings, and operate 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

35 hours per week including evenings and rotating Saturday hours

Benefits & Compensation

- Salary of \$20.89/hr.
- Salary meets CT State suggested minimum (2024)
- 36 days of combined paid time off each year
- Medical and dental insurance, short and long-term disability, and life insurance
- 401k retirement plan
- Benefits prorated based on start date

Reports to: Head of Public Services

Employment Status: Full-time non-exempt

To apply: Send a meaningful cover letter, resume, and contact information for three references to scrantonlibraryhr@scrantonlibrary.org on or before December 13, 2024.

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.