

The New Milford Public Library seeks a number of enthusiastic library advocates to join our staff as Part Time Public Services Associates in our newly remodeled building on a busy Town Green.

As the first contact for patrons, we count on Public Service Associates to exhibit a positive attitude and to provide friendly, efficient, accurate service. Successful candidates must enjoy working with the public; be self-motivated and comfortable with computers/technology; have excellent communication skills; be avid readers; and be able to work collaboratively with other team members.

Responsibilities include, but are not limited to:

- Providing excellent customer service to people of all ages, backgrounds, and abilities
- Checking materials in and out
- Issuing and updating library cards
- Assisting patrons with holds, requests, general questions, and public use equipment
- Managing patron requests on the phone
- Maintaining an active awareness of current library services
- Being an advocate for the library
- Working on special projects as needed

Hours and schedules vary, but all positions include regular weekend and/or evening hours and require some flexibility in scheduling. Salary: \$16.00/hr. Prior library experience and a Bachelor's Degree preferred. Fluency in Spanish a plus.

Interested and qualified candidates should send a resume and cover letter along with a completed Town of New Milford employment application by June 7th to: Greg Bollaro, Personnel Director, Town of New Milford, 10 Main Street, New Milford, CT 06776 or gbollaro@newmilford.org. For a job description and to access the employment application, go to <https://bit.ly/30fqmqx>.

EO/AA

NEW MILFORD PUBLIC LIBRARY

P/T PUBLIC SERVICES ASSOCIATE

JOB SUMMARY

Department: Public Services

Schedule: Part time; less than 30 hours per week, Saturdays, Sundays, and evenings are required as needed on regular schedule. Additional off-schedule hours required.

Salary: Set at beginning of fiscal year

Employment status: Non-exempt, hourly

GENERAL STATEMENT OF DUTIES

Operates the integrated library system for the purpose of circulating library materials. Assists patrons with general questions and functions at Circulation Desk. Assists the Public Services Librarian with projects as needed.

SUPERVISION RECEIVED

Works under the direction of the Public Services Librarian and, in that person's absence, under the direction of the Public Services Assistant.

MAJOR DUTIES

- Charges and discharges library materials
- Registers new patrons, updates expired cards
- Collects fines and other billed amounts
- Updates financial records of patrons
- Assists patrons in filling out various forms including but not limited to registration, reserves, and purchase requests
- Provides directional, referral, and readers' advisory information in response to patron inquiries
- Places holds on materials available in local consortium
- Maintains an active awareness of current library services
- Processes incoming interlibrary loan as assigned
- Contacts patrons regarding overdue materials
- Provides customer service with a goal of excellence
- Individuals will be cross-trained in the Adult, Children's/Teen Departments

MINOR DUTIES

- Provides circulation policy information in response to patron inquiries
- Assists in the maintenance of shelves in the adult collection as directed
- Assists patrons with public use equipment
- Evaluates materials when returned for possible repairs
- Processes electronic pre-due, overdue and lost notices
- Maintains necessary department statistics
- Works on other duties as required

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

REQUIREMENTS AND QUALIFICATION

Knowledge and Ability:

- Ability to learn Windows or other graphical interface applications
- Ability to learn and use all functions of an integrated library system
- Ability to maintain a pleasant and professional demeanor at all times when dealing with a demanding public
- Ability to organize and prioritize work
- Ability to perform detailed work with consistency and accuracy
- Ability to work with minimum supervision
- Excellent communications skills

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- Ability to lift and carry documents, office equipment weighing up to 20 pounds and books on and off site
- Ability to sit at a desk or stand and work continually for extended periods of time while performing job functions, including repetitive computer work
- Ability to reach 6 feet high to obtain books, materials
- Fluency in Spanish and/or Portuguese a plus

Education:

- Some college required
- Bachelor's degree preferred
- Experience in public library preferred

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with

disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.

Approved by Library Board of Trustees: 2/26/2014

Revised by Library Personnel Committee: 10/27/2021: