



Employment Posting Public Service Associate (Part-Time)

The East Hampton Public Library seeks a part-time Public Service Associate with excellent technology skills and a passion for working with the public. Approximately 15-19 hours per week at \$16.90 per hour. Must be able to work one evening per week and one Saturday every three weeks.

Responsibilities including assisting patrons at the circulation desk; answering patron questions about technology, collection, and research; and providing superior customer service. Additional responsibilities may include planning and running library programs for children, teens, and adults. A great opportunity for library school students. Library experience preferred. Strong communication, customer service, and computer skills essential.

Applicants should submit a cover letter, resume, and employment application to: Town of East Hampton, Department of Human Resources, 1 Community Drive, East Hampton CT 06424 or by email to Human Resources at lseymour@easthamptonct.gov by May 20, 2024 or until filled. EOE/AA/M-F.

Posted: 5/2/2024
Closing: 5/20/2024

- M. Angeli, NAGE, Local R1-216
- J. Dombroski, NAGE, Local R1-319
- M. Hanlon, AFSCME, Local 2407
- K. Merrifield, MEUI
- Employee emails and bulletin boards
- Rivereast News Bulletin (5/10/2024)
- Connecticut Library Consortium
- CONNTECH listserv
- Indeed.com



Public Service Associate

(Part-time)

General Description

The Public Service Associate will serve as the initial contact with the library in person and by phone, presenting and adhering to library policy. The Public Service Associate is responsible for the operation and utilization of a computerized circulation system, keeping statistical records, and planning and providing assistance with programming within the library. This position requires thorough knowledge, skill, and ability in library technical and clerical areas and constant interaction with and providing assistance to the public with their needs and requests. Skills for general computer troubleshooting for both public and library equipment is required.

Supervision Received

The Public Service Associate reports to and works under the direction of the Director of the Library, or designee.

Supervision Exercised

None.

Essential Duties and Responsibilities

- Accurately delivers standard circulation services: controls status of circulating library materials; executes patron-requested reserves; processes reserved materials and promotes their timely exchange; renews or recalls overdue materials; levies, collects, and records receipt of overdue fines, lost/damaged materials charges, and equipment user fees.
- Creates and maintains accurate patron registration records used to manage circulation operations. Maintains patron confidentiality according to State Statute.
- Responds appropriately to standard public service requests offered in person, over the phone, or by email or refers the request to the appropriate staff member.
- Directs patrons to appropriate locations in the library; provides general descriptions of library collections, services, and practices; instructs and assists patrons in the use of information finding aids.
- Instructs and assists patrons in core functions and appropriate use of library equipment, library and public service software, and the Internet.
- Assists patrons with general computer troubleshooting for both library and patron equipment especially related to library interactions and services.
- Participates in selection, development, promotion, and execution of library programs offered to patrons of all ages.
- Supports library collection development and maintenance. Assists in the accurate execution of authorized orders for new materials; receives and records ownership of materials; processes materials for public use; withdraws outdated materials at administrator's discretion; participates in periodic inventory efforts.
- Attends educational seminars offered outside the library at the discretion of the Director of the Library.
- Performs other specialized project assignments related to the above duties.

Desirable Knowledge, Skills, and Abilities

Desire to work with the public and assist a variety of people. Ability to communicate in a clear, effective manner and work cooperatively with library colleagues to provide high quality customer service. Motivated to accurately complete assigned work in a timely manner. Ability to effectively use and interact with computer equipment, software, library database systems and the Internet.

Certificates, Licenses, Registrations

No specific requirements.

Physical Demands

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

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee will occasionally be required to attend off-site meetings.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is generally quiet. May be exposed to dust and fluctuation in inside temperature. The employee will be required to operate typical business office equipment, including computers and related operational and public service software. Schedule includes a combination of day, evening, and weekend hours.

General Guidelines

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. (Updated and approved by Town Council 4/2024).