



## **LIBRARY ASSISTANT: CUSTOMER SERVICE (PART-TIME)**

### **New Canaan Library Mission**

To be an essential place for lifelong learning and a vibrant hub for knowledge, culture, and connection for everyone in our community

### **Our Values**

Lifelong learning  
Community  
Inclusion

### **Responsibilities**

- Delivering consistently excellent customer service and create a welcoming environment in person, via email, and over the phone
- Staffing a public service desk for a minimum of 2 hours at a time
- Assisting patrons in the daily circulation of material
- Assisting with preparation and management of material for future circulation
- Assisting patrons in finding material within the Library using the catalog or on the shelves, including offering reading/viewing recommendations
- Performing daily circulation tasks including but not limited to processing holds, collecting money or payment for fines, cash drawer closing/opening, and communicating with patrons regarding material and account activity. Frequent and regular communication via telephone, email and especially in person is a constant task associated with this role
- Working with the automated materials handling (AMH) machine and troubleshooting minor issues and workflow changes
- Troubleshooting minor account issues with agility and on the fly with a customer focus
- Collaborating with other team members to achieve maximum efficiency of daily workflow
- Sorting and shelving materials

### **Skills & Attributes**

- Strong customer service and communication abilities
- Attention to detail and diligent work ethic
- Excellent literacy and numeracy skills
- Organized with the ability to fluidly multi-task
- Computer fluency; ability to quickly learn new software and procedures

**Salary**

- \$19/hour, without medical or retirement benefits

**Requirements**

- This part time position of up to 20 hours per week, including regular weekend shifts in rotation and one weekly evening, reports to the Customer Service Manager.
- Up to 4-6 hours on a public welcome desk per workday
- This position requires the physical strength to lift, bend, and reach for items on high and low shelves. Must be able to lift up to 15 pounds and push and maneuver full, heavy carts.
- Previous work in a library, retail or hospitality setting highly desired

Please send a meaningful cover letter and resume to [recruitment@newcananlibrary.org](mailto:recruitment@newcananlibrary.org) with the subject line: "Library Assistant: Customer Service" by Tuesday, September 24<sup>th</sup> to be considered for the position.

Posted September 2024