TOWN OF BLOOMFIELD
Council-Manager Government Since 1941

Open Position

Library Assistant I – Part time

$25.41/hrly (part-time/non-benefitted)

Bloomfield Public Library seeks a community-focused, friendly and technically savvy library assistant who can professionally promote the library and communicate effectively with a diverse public. The ability to provide excellent customer service and a close attention to detail is required. A joy of reading is a must. This is a substitute position with one scheduled shift per week. All other hours will be determined by scheduling and project needs, and will vary weekly.

Minimum Qualifications

High School Diploma or equivalency and one year of related work experience, preferably in a library or with computers. Must be proficient in Microsoft Word, Excel and PowerPoint. Knowledge with laptops, smart phones and tablets is preferable. Proficient in Sierra is preferable. Must be available to work on-call daytimes, evenings, and Saturdays.

Selection Process

Candidates will be rated based on education, experience, and skills identified on the application and resume as they relate to the requirements of this position. Additional examinations may include computer skills testing, written subject matter tests, and/or oral interviews or may be a combination of any of the above.

Applications

Town of Bloomfield conducts pre-employment drug testing.

Applications may be obtained from the Department of Human Resources, 800 Bloomfield Ave., Bloomfield, CT 06002, or on our website at www.bloomfieldct.org, and must be submitted by mail or in person to Human Resources along with a resume and cover letter, no later than 4:00 p.m. on Monday, January 20, 2020. Applications are accepted ONLY by mail, fax (860)769-3505 or in person.

Town of Bloomfield is an affirmative action/equal employment opportunity employer. Minorities, women & persons with disabilities are encouraged to apply.

Persons with a disability and who may need this information in an alternative format must contact Cindy Coville, ADA Coordinator at 860-769-3538 or at ccoville@bloomfieldct.org.

Posted 12/30/19
TOWN OF BLOOMFIELD
LIBRARY ASSISTANT I

Department: Library Non-Exempt Grade: NU-2

Position Purpose:
Provides public service to patrons while performing clerical duties under supervision; receives, reviews, responds to and appropriately refers inquiries and requests for information to support various library services and programs; promotes the availability of library services and provides excellent customer service. Position requires attention to details; performs library material circulation duties and answers customer inquiries. A Library Assistant I is responsible to maintain and improve upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of clerical and administrative duties requiring a good working knowledge of Library procedures, customer service and computer systems and applications.

Supervision Received: Works under the direction of the Library Technical Associate following professional standards, procedures and policies. May also take direction from Librarians, as necessary.

Supervision Given: None

Job Environment:

Performs work in typical public library conditions which may be moderately quiet to noisy. Serves library patrons with customer service excellence.

Operates telephones, computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent contact with the general public and library staff. Communicates in person, by telephone, by fax, e-mail, or in writing using excellent customer service skills.

Errors in judgment or omissions could result in rework, a delay in service or loss of library materials.

Accesses confidential information such as library patron records.

12/27/2009
**Essential Job Functions:**
(The essential functions or duties listed below 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.)

- Receives and refers incoming phone calls, concerns and questions; serves as first contact for patrons at the circulation desks; refers to appropriate staff member if required.
- Performs standard circulation duties related to borrowing and returning materials (checks materials in and out making sure materials are in proper condition and complete; issues library cards; transfers library cards from other libraries; renews library materials over the phone; provides information about library services; processes overdue notices; collects and records fines for overdue books; places holds on library materials for patrons; calls patron if library materials are overdue or have something missing; calls patron about items on hold being available; etc.).
- Assists with loading and unloading and shelving library materials (empties book drops; places boxes donations in storeroom; collects funds for books sold off the Friends book cart; prepares books from other libraries for delivery truck; shelf reading and reshelving materials; etc.).
- Assists patrons in finding books or library materials if able.
- Assists with maintenance of order in Library; helps maintain appearance of children's library room by clearing areas; helps maintain reading areas and displays in a neat organized manner; etc.).
- Performs related work as required.

**Other Functions:**

- Performs similar or related work as required, directed or as situation dictates.
- Participates in training about Library software.
- Assists other department staff to promote a team effort in serving the public.

**Minimum Required Qualifications:**

**Education, Training and Experience:**
The qualifications required would generally be acquired with a High School Diploma and 1 year of related work experience preferably in a library or with computers.

**Special Requirements:** None
Knowledge, Ability and Skill:

Knowledge: General knowledge of practices of library services provided in a public library setting; working knowledge of library principles and practices, particularly classification systems; working knowledge of office procedures, practices and terminology; working knowledge of the use of office/library automation applications and equipment, business arithmetic; working knowledge of database management systems; general knowledge of local government and its operation is helpful.

Ability: Ability to utilize computer applications as they apply to library functions, ability to deal effectively with the public in a friendly, patient, courteous and professional manner; ability to follow instructions and complete projects with minimal supervision; ability to maintain records; ability to work independently; ability to follow written and oral instructions; ability of work is part of a team; ability to deal effectively and maintain working relationships with various groups; ability to administer policies and procedures and explain them.

Skill: Skill using good verbal communications; skill using the above-mentioned office equipment and computer systems; aptitude for working with and explaining policies and procedures to people; skills associated with dealing with people and maintaining effective working relationships with various groups; basic clerical and computer skills; aptitude for working with people; aptitude for working with paperwork and computers.

Physical and Mental Requirements:

<table>
<thead>
<tr>
<th>Work Environment</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outdoor Weather Conditions</td>
<td>X</td>
<td></td>
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<tr>
<td>Work in high, precariously places</td>
<td>X</td>
<td></td>
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<tr>
<td>Work with toxic or caustic chemical</td>
<td>X</td>
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<tr>
<td>Work with fumes or airborne particles</td>
<td>X</td>
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<tr>
<td>Non weather related—extreme heat/cold</td>
<td>X</td>
<td></td>
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<tr>
<td>Work near moving mechanical parts</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Risk of electrical shock</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Vibration</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Other-</td>
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<td>Other-</td>
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<td>Other-</td>
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</table>

<table>
<thead>
<tr>
<th>Physical Activity</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Sitting</td>
<td>X</td>
<td></td>
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<tr>
<td>Talking &amp; Hearing</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Using hands/fingers to handle/feel</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Climbing or balancing</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Stooping, kneeling, crouching, crawling</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### Reaching with hands and arms
- Reaching with hands and arms
- Tasting or smelling
- Bending, pulling, pushing
- Other-Driving
- Other-hand movements to process materials

### Lifting Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10 pounds</td>
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<tr>
<td>Up to 25 pounds</td>
<td></td>
<td></td>
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<td>X</td>
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<tr>
<td>Up to 50 pounds</td>
<td>X</td>
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<tr>
<td>Up to 75 pounds</td>
<td>X</td>
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<tr>
<td>Up to 100 pounds</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Over 100 pounds</td>
<td>X</td>
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</tbody>
</table>

### Noise Levels

<table>
<thead>
<tr>
<th>Noise Level</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Quiet (forest, isolation booth)</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Quiet (library, private office)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Moderate noise (computer, light traffic)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Loud Noise (heavy equipment/traffic)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Very Loud (jack hammer work)</td>
<td>X</td>
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</tbody>
</table>

### Vision Requirements

- X Close vision (i.e. clear vision at 20 inches or less)
- X Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

### Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

**Technical Skills** - Strives to continuously build knowledge and skills.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Seeks customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations;
Listens and gets clarification; Responds well to questions.

**Written Communication** - Able to read and interpret written information.

**Teamwork** - Gives and welcomes feedback; Contributes to building a positive team spirit.

**Cost Consciousness** - Conserves organizational resources.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Ethics** - Treats people with respect; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Planning/Organizing** - Uses time efficiently.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

**Quality** - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

**Quantity** - Completes work in timely manner; Works quickly.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Changes approach or method to best fit the situation.

**Attendance/Punctuality** - Is consistently at work and on time.

**Dependability** - Follows instructions, responds to management direction.

**Initiative** - Asks for and offers help when needed.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)