

## **JOB ANNOUNCEMENT: Library Clerk**

Open **9/15/23-9/27/23**

The Russell Library seeks an adaptable, tech-savvy, user experience-oriented Clerk to serve the Middletown public. The Clerk works directly with patrons, greets visitors, registers borrowers, manages accounts, accepts payments, circulates materials, supports self-service, answers incoming calls, shelves, and performs a variety of other duties related to the lending and return of library materials according to established and evolving policies and procedures. While most of their time will be spent at our Borrowing desk, the Clerk may also be called upon to fill in at other public service points. An ideal candidate will demonstrate enthusiasm for all the library has to offer, and readily share that enthusiasm with patrons by ushering them through the building while talking up our collections, programs, and services.

Middletown is a vibrant, growing and wonderfully diverse community of 47,000 residents, located on the Connecticut River in the heart of the Nutmeg State. Home to two colleges and universities, a thriving downtown, a rich cultural and dining scene, and a unique combination of urban, suburban and rural life, Middletown has something to offer everyone. Founded in 1875, the Russell Library is a 501(c)(3) organization that serves as the principal public library for the City of Middletown, with a full range of services aimed at 21st-century users. Our [strategic plan](#) sets our course for success in the coming years.

The Library Clerk uses technology to serve people from all walks of life. Adept at navigating our integrated library system, online catalog, public events calendar, self-service kiosks, downloadable/streaming platforms, and scheduling software, the Clerk makes it easy for borrowers to access our collections, programs, services, and professional staff. The incumbent responds to incoming calls thoughtfully, connecting callers with the depth and breadth of knowledge and assistance our whole staff has to offer. The Clerk readily answers any questions they receive promptly, accurately and confidentially. When people bring their devices to the library looking for help, the Clerk jumps right in to show them the ropes.

Attitude is everything when it comes to exceptional customer service. The successful candidate will be pleasant, patient, friendly, positive, competent and constructive. They treat every individual with dignity and respect, and provide such a wonderful user experience that patrons can't wait to tell their family and friends about their last visit to the Russell Library.

The skills and knowledge required would generally be acquired with a high school diploma or GED and some working or internship experience. 35 hours per week; evenings and weekends required. Union.

Starting pay: \$21.81/hr plus a competitive employee benefits package. Apply at <https://russelllibrary.wufoo.com/forms/russell-library-employment-application/> no later than **12:00 p.m. on Wednesday, September 27, 2023.**

***Russell Library is an equal opportunity employer. Russell Library prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex (including pregnancy, gender identity or gender expression), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other legally protected characteristics. Russell Library conforms to the spirit as well as to the letter of all applicable laws and regulations.***

***Equity, diversity and inclusion are core values at Russell Library. We seek to employ people who share those values and readily apply them in their work.***