

JOB ANNOUNCEMENT: Library Associates

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

The Russell Library (Middletown, CT) seeks reliable and responsible Library Associates to staff all service points as needed, with an emphasis on the Information/ Adult Services Desk. Library Associates are equally adept at answering everyday reference questions and providing technology assistance. On the front lines they offer readers' advisory, help patrons build digital literacy, and conduct research in response to patron inquiries. Behind the scenes, they can be relied upon in cross-departmental teams to do substantial legwork that contributes to timely completion of assigned projects. They may also be extended opportunities to engage in community outreach, programming and events.

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 Associates will become familiar faces on the second floor of Russell Library. Their top priority is public service. They will set a welcoming tone in the area, taking ownership of the space by keeping it tidy and knowing precisely where resources are located. The incumbents will dedicate themselves to building relationships by getting to know our regulars and helping newcomers navigate all the collections, services, and programs Russell Library offers. Ideal candidates will bring positive energy, a growth mindset, and a can-do attitude to their roles. Responsibilities include but are not limited to the following:

Front and Center

- Work directly with patrons of all ages at every public service point, with an emphasis on general information, library procedure, and digital literacy
- Connect patrons with titles they will love by devoting time and expertise to readers' advisory
- Utilize Russell Library's website, online catalog, and databases to connect patrons with the resources we offer
- Assist patrons with all manner of technology, helping them to achieve their intended purpose while teaching digital literacy skills in the process
- Offer technology instruction one-on-one, in small groups, and via offsite outreach
- Adapt to and learn new technology to be able to provide instruction and support to patrons with new library services, such as our digitization station, databases, and e-resources
- Respond to requests for assistance in-person, over the phone, by email, and via other communication technologies as necessary
- Provide event support as assigned for library programs, including concerts, presentations, and information sessions

- Courteously and productively assist people of various lived experiences and backgrounds
- Discern when requests for assistance fall outside the scope of library services and refer patrons to service agencies as appropriate to meet their needs

Behind the Scenes

- Engage in staff teams as assigned and actively contribute to the completion of projects
- Contribute to physical and digital collection development in assigned areas
- Organize, coordinate, and track budgets for specific library projects
- Collaborate productively with library staff at all stages of assigned projects from conception through implementation to completion

Out and About

- Conduct community outreach as assigned, which may include tabling at local events, connecting with and promoting library services (including issuing library cards) at offsite locations
- May act as library liaison to community partners (Middletown Pride, Youth Services, Holiday on Main)
- Develop positive relationships with community organizations, non-profits, and local businesses
- Contribute to strategies to successfully collaborate with local organizations

The successful candidates must be committed to equitable library service delivery, comfortable working directly with the public for the bulk of their workdays, and capable of fulfilling their “off-desk” responsibilities while also staffing service points.

The skills and knowledge required would generally be acquired with a Library Technical Assistant or Bachelor’s degree and five years’ experience in public library work, or an equivalent combination of experience and training. 35 hours per week; some evenings and weekends required. Union.

Starting pay: \$30.96 per hour 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.