

## **Peterborough Town Library**

**Position Title:** Library Assistant, Part-time

**Schedule:** 26 hours, flexible, including evenings and a Saturday rotation

**Compensation:** \$15.00 per hour DOE

**Benefits:** Paid holidays and pro-rated vacation time. Strong support to participate in professional development opportunities

### **About the position:**

Peterborough Town Library seeks a friendly service-focused team-member to assist with patron services, our technical literacy curriculum, social media, and marketing. This multi-faceted position requires enthusiasm in all aspects of library service with a focus on digital services and patron instruction.

The ideal candidate will have outstanding customer service skills and enjoy working with people of all ages. This position requires strong technology skills, a design sensibility, considerable experience using social media, and an ability to work in a fast-paced environment.

### **Job Duties:**

- Provides high quality assistance to library patrons as they use the library and explore new services. Ensures patrons feel welcome and are able to find the resources, information and/or materials they require.
- Assist on patron service desk processes and procedures including circulation of materials and basic reference interviews.
- Assist with technical literacy curriculum by creating classes to instruct patrons on library digital services and other technologies.
- Creates dynamic, visually appealing, and engaging content for social media accounts. Manages a schedule for consistent social media participation.
- Manages patron newsletter to promote library services and programs.
- Manages quarterly efforts to market digital resources. Contributes creative ideas with a goal to improve visibility and usage of the services and materials.
- Participates in promoting all library events and services by actively engaging with patrons and referring them to printed and online resources.
- Prioritizes patron confidentiality and all patron policies.
- Assists with library program preparation and implementation as needed.
- Continues education by attending seminars, workshops, and taking courses in library and library-related subjects.

## **SKILLS EXPERIENCE/TRAINING REQUIRED:**

- Enjoy working with people of all ages and have a commitment to excellence in customer service.
- Able to thrive and maintain a friendly and composed level of service in a fast-paced busy environment.
- Communicate with confidence and authenticity in promoting services, programs, and online tools to our patrons.
- Fantastic at multi-tasking and prioritizing projects.
- Curiosity to learn about the library field, participate in professional development opportunities.
- Excitement to learn about our community and all it has to offer.
- Flexibility to work various days, evenings, and a Saturday rotation.
- Ability to maintain confidentiality and use appropriate judgment in handling information and records.
- A design sensibility, knowledge of working with images, and experience using social media accounts, especially Facebook and Instagram.
- Strong technology skills.
- Knowledge of online databases, integrated library systems, audio/eBook download technology preferred.
- Professional knowledge of public library operations, policies and procedures preferred
- Proficient with Microsoft suite.
- Ability to communicate effectively in writing.
- Flexibility to work in open-office conditions and in anticipation of a library building project.

## **CLOSING DATE:**

To apply, send a cover letter and a resume to Corinne Chronopoulos, Library Director, at [Library@PeterboroughNH.gov](mailto:Library@PeterboroughNH.gov) by Monday May 20, 2019.

Full job description available here:

Website: <http://peterboroughtownlibrary.org>