

Library Customer Service Position open at HCL

Do you love the smell of an unopened paper back? Do you have a list a mile long of books you want to read? Can you make recommendations to patrons who are looking for a good read? Can you provide great service to ensure all visitors are able to find what they need? We are looking for you!

Hampton Community Library is seeking a Customer Service Associate (11.00 /hour) for a part-time position to work daytime, evening and weekend hours (10 -12 hours per week) with a flexible schedule to meet the needs of the Hampton community. The ideal candidate brings a love of the library and an interest in helping make HCL a great place for all readers. Prior library work experience is not required, - only a focus on customer service, a love of the library and an attention to detail.

Major responsibilities include:

- Assisting patrons with a variety of services through a seamless and friendly experience by performing procedures related to circulation of materials including checking out and renewing materials, replacing holds, registering borrowers, explaining policies and procedures and granting exceptions when appropriate.
- Answering patron questions within scope of knowledge and referring to supervisors as appropriate.
- Contacting patrons for reserve books, interlibrary loan material, lost & found materials, overdue library materials etc. as assigned; preparing overdue notices and files; processing ban on patron accounts with overdue materials; calculating overdue fees and ensuring fees are paid in full.
- Ensuring the security and privacy of patron information
- Participating in special projects when assigned

The successful candidate will possess:

- Excellent verbal, written and interpersonal skills and ability to develop and maintain positive relations with patrons, department team members, other staff, Library management and Board members.
- Willingness to learn and pitch in to assist others as needed.
- Ability to handle confidential information with integrity.
- Strong attention to detail and general knowledge of library circulation functions.
- Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model.
- Ability to operate standard office equipment and computers.

Education and Experience

- High School diploma, GED or equivalent experience preferred.
- Strong computer skills required, including knowledge of Microsoft Office

- 1-3 years' experience of customer service work preferred.
- Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Record Check, and FBI fingerprint based background check are required upon offer of employment.

Please send your resume and letter of interest to Suzanna Krispli at hampton@hamptoncommunitylibrary.org by January 31, 2024.