

STAFF LIBRARIAN

Position Purpose:

The purpose of this position is to perform professional librarian administrative work at the Truro Library. The Library is a warm, welcoming space for our community and superb customer service skills are essential. The incumbent recommends, interprets, evaluates, and/or uses information resources to help patrons with information needs in a variety of formats and communication channels; manages interlibrary loans and collection development; leads circulation desk efforts; catalogues books and materials; and develops instructional public programs.

Performs all other related work as required.

Supervision:

Supervision Scope: Performs responsible work of a complex nature which involves the exercise of judgment and initiative.

Performs varied and responsible duties requiring a thorough knowledge of network and local departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Work is performed under the administrative direction of the Library Director. Employee generally establishes own work plan and completes work in accordance with established library policies and standards; only cases involving clarification of library policies and procedures are referred to supervisor.

Supervision Given: Assigns tasks to Library volunteers. As work leader, may make changes in circulation desk operations in consultation with other team members and Library Director. Trains new employees on circulation desk duties and assigns staff technology competency requirements.

Job Environment:

Work is performed under typical library conditions; the noise level is moderate at most times. Essential functions are regularly performed without exposure to adverse environmental conditions. Library operating hours may require evening and weekend work and a flexible schedule.

Operates standard office equipment including computers, peripherals, telephone, and library equipment.

Has frequent contact with the public, other Library employees, and with librarians throughout Massachusetts and regionally. Contacts are in person, by e-mail, telephone, in writing, and by social media.

Has access to confidential patron records. Maintains confidentiality of library patron records and borrowing history, following regulations set by the American Library Association, state law, and local policy.

Errors could result in reduced levels of service and/or poor public relations, damage to equipment and possible financial repercussions.

Essential 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.)

Identifies and interprets user needs, providing reference, readers' advisory, computer, databases and referral services to library patrons directly, and by telephone; and assisting patrons in material selection.

Create new or revised systems, procedures, and workflow for library operations.

Responsible for all aspects of interlibrary loan service, including verifying information, searching local and regional networks to locate materials. Requests, processes, and keeps track of and returns materials.

Develops in-house technology training programs for patrons of all ages, including creating lesson plans for teaching technology skills. Implements these plans and programs both in a classroom and one-on-one opportunities. Performs outreach to find opportunities to teach these skills.

Contributes to fostering teamwork by attending staff meetings, sharing ideas on how to improve library services.

Trains new staff members and new volunteers on shelving techniques, and on using the CLAMS system. If new volunteers are to be at the circulation desk, trains on customer service techniques. Designs technology core-competencies for staff and volunteers and instructs staff on using current equipment if needed, and all new equipment when acquired.

Maintains library computers and wireless networks to the most updated, efficient standards.

Makes decisions within budgetary constraints as to security systems and other technology-related issues.

Leads circulation desk team. Performs circulation desk work. Ensures that if changes are made in the workflow that those changes are documented in the operations manual.

Maintains knowledge of local, County, State, and national sources of expertise and information. Attends training at Cape Libraries regional headquarters and in consultation with the Library Director engages in continuing education and Massachusetts librarian certification.

In conjunction with the Director, researches and decides the advisability of which new technologies will be adopted by library staff and which will be acquired or made available for patrons.

Evaluates a variety of products for use in the library, and recommends reference works, project management software, and electronic databases for purchase. Prepares reports and statistics as needed.

Works on special projects as determined in the long-range planning process.

Coordinates all activities relating to the acquisition, processing, entry, and withdrawal of all library materials.

Performs all original cataloging that the library requires.

Ensures personal compliance with library policies and procedures. Tactfully enforces library policies and procedures.

Works harmoniously and collaboratively with fellow employees.

Maintains confidentiality of library patron records, borrowing history, reference questions, and all other information about patrons and their pursuits following regulations set by state law and local policy.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Master's Degree in Library Science; one to three years of experience in library operations in an automated network, as well as customer service experience; or any equivalent combination of education and experience which provides the requisite knowledge, skills, and abilities for this job.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of library principles and practices of public library operations, professional library methods, and reference resources and practices. Complete familiarity with automated library systems and related applications. Knowledge of books, authors and readers' interests. Knowledge of popular reading trends preferred. Strong knowledge of current technology and personal electronic devices used in libraries. Strong knowledge of cataloging practices and procedures. Familiarity with collection development, specialized reference subject areas, and electronic resources.

Ability: Ability to establish and maintain good working relationships with co-workers and staff, other libraries, other town departments and other agencies. Ability to communicate effectively both verbally and in writing. Ability to use automated library systems, to perform data entry and

to use word processing, spreadsheet and database software applications. Ability to use the internet and other sources for true research. Interest in reading is essential, as is an ability to work with a high level of detail; must have the ability to deal with the public in a professional and courteous manner and the ability to fairly and tactfully enforce library policies; the ability to be creative and innovative in searching for information; and the ability to work independently with a minimal supervision.

Skill: Strong skills in internet searching, operation of computer systems, downloading books to e-readers and on all aspects of Millennium software; proficient skills on all Microsoft Office software and must have the flexibility and motivation to master constantly changing technologies. Strong skills in applying library research methods and practices. Must have strong organizational skills and public service skills and experience.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to move about the inside the building and sometimes required to move about outside of the building, including some outdoor areas that may have uneven terrain. Often required to maintain a stationary position. Tasks require the ability to exert light physical effort, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight of 30 pounds. Tasks may involve extended periods of time at a keyboard or workstation. Vision and hearing at, or correctable to normal ranges. Most tasks require verbal and written communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions. Regularly required to position self to reach low objects (objects on low shelves, under desks, in filing cabinet drawers); must be able to manipulate objects, tools or controls, and be able to pick up and use paper, books, and other common office and library objects. Ability to communicate and exchange accurate information both verbally and in writing. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

(This job description does not constitute an employment agreement between the employer and employee and 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.)