

Town of Boxborough, MA

POSITION: Information Services Librarian

DEPARTMENT: Sargent Memorial Library

FLSA STATUS: Non-Exempt

REPORTS TO: Library Director

GENERAL SUMMARY:

The Information Services Librarian works under the direction of the Library Director to provide professional and supervisory work in library services, including but not limited to reference services, general programming for adults, community outreach, promotional content creation, and readers advisory services.

SUPERVISION SCOPE

Performs a variety of self-directed duties requiring judgment and initiative.

SUPERVISION RECEIVED

The position works under the general direction of the Library Director in accordance with Massachusetts General Laws, and library and library network policies.

SUPERVISION EXERCISED

The position manages adult volunteers, assigning tasks and overseeing their performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Work with the Director to create and manage marketing materials including email newsletter, press releases, social media posts, and website content to promote library events and news.
2. Organize events to advocate library resources and services.
3. Participate in the public service desk rotation.
4. Provide user-focused reference and reader's advisory services.
5. Provide patron services in person, over the phone or via email respectfully, attentively, effectively, and efficiently.
6. Prepare and maintain booklists, and in-house book/media displays as appropriate.
7. Keep abreast of and recommend to the Director new web/mobile apps/software/hardware that would improve library services.
8. Keep abreast of current trends in the field through participation in user groups, conferences, workshops and meetings.
9. Perform related work as required and assigned.

OTHER DUTIES AND RESPONSIBILITIES

The duties listed above are intended only as illustrations of the various types of work that may be required to 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.

REQUIRED EDUCATION AND WORK EXPERIENCE

- Master's degree in Library and Information Science from an ALA accredited institution or equivalent.
- Public library experience preferred.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Versed in library principles, trends, and services.
- Understand social media trends, best practices, and technologies.
- Communicate clearly, both in speech and in writing
- Able to solve problems creatively,
- Demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with patrons, coworkers, and community
- Initiate, organize, and self-direct work responsibilities under minimum supervision.
- Demonstrate proficiency in browser-based video and image editing software, Microsoft Windows, and operating system.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, telephone, and other general office equipment.

PHYSICAL REQUIREMENTS

The physical demands listed are representative of what is required to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to fulfill the essential functions of the position.

- Must be able to verbally communicate information clearly and exchange accurate information with others.
- Must be able to constantly operate a computer and other office productivity machinery, such as a copy machine and computer printer.
- Must be able to move freely around in the library and retrieve books and materials from the ground level shelf as well as the higher shelves. Walking, bending, stooping, reaching, and lifting are required actions.
- Frequently moving materials such as books and office equipment weighing up to 15 pounds and infrequently up to 30 pounds.
- Must be able to work productively and tolerantly in an environment with occasional lengthy periods of noise from programs.

WORK ENVIRONMENT

Work is performed in both the technical services office under typical office conditions, and at the circulation desk in the public area. Work environment is usually moderately noisy but can be loud during children's programs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position, unless such accommodations would pose an undue hardship on the Town.

This Job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Recommended: July 10, 2023
September 12, 2023

Approved (Name): Personnel Board

Approved (Date): February 13, 2024