

TOWN OF GEORGETOWN, MA JOB DESCRIPTION

Title: Substitute Library Technician	Classification/Grade:
Department: Georgetown Peabody Library	FLSA Status: Exempt
Reports to: Library Director	Union Status: Non-Union
Effective Date:	Benefit Status: No

Summary

The Georgetown Peabody Library seeks candidates to work on our Saturday rotation (open Saturdays from September to June, 9am-1pm) and serve as an on-call substitute at any of our three desks (Circulation, Reference, Children’s Room). The desired candidate must deliver exceptional customer service, possess confidence in interpreting and enforcing library policies and procedures, enjoy interacting with the general public, and be dedicated to the mission of public library service.

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.

- Checks in and out library materials, reserves material and communicates availability. Updates demographics of new and existing patrons, issues and renews library cards.
- Provides general reference assistance and provides advice for audiovisual, technology, and reading services.
- Assists Librarians with desk coverage, technical tasks, and general library duties.
- Troubleshoots, and resolves technology and printer issues.
- Opens and closes the library. Greets and directs patrons to appropriate areas or persons.
- Performs other duties as required.

Supervision

Supervision Scope: Performs varied and responsible functions requiring working knowledge of a library, knowledge of library computer operations and software applications, and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the supervision of the Library Director following rules, regulations, and department policies; duties require the ability to perform operations and somewhat independently complete assigned tasks, within time schedules.

Supervision Given: None.

Recommended Minimum Qualifications

Education, Training and Experience

Bachelor’s degree plus 1 year of library experience are required or an equivalent combination of education, training and experience.

Knowledge: Knowledge and experience with library computer software applications, databases, Google platforms, social media, email, internet, problem solving, and trouble shooting. Knowledge of library operations and administrative functions. Proficient knowledge of computers and software applications for database management, data entry, and graphics and design.

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Ability: Ability to interact appropriately and tactfully; ability to learn and implement understanding of mending, repairing, and restoring damaged materials. Ability to maintain detailed records; ability to learn and explain Department policies, and procedures; ability to work independently and as a team member; ability to follow detailed timetables. Ability to learn new and skillfully use existing library software systems and applications. Ability to collaborate and appreciate other's viewpoints. Ability to learn and use hand tools skillfully.

Skills: Proficient leadership skills. Excellent interpersonal skills, organizational and customer service skills. Demonstrated experience providing customer service to internal and external customers, patrons, and the public using tact, proper judgment, courtesy, respect and discretion. Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach. Accomplished in demonstrating adaptability, and able to present and accept a diverse perspective. Excellent written and verbal communication skills, advanced computer skills including MS Office applications, the internet, email, social media, and skills to operate and troubleshoot library software systems, applications, and other library equipment. Skill to problem solve; and proficient skill to repair damaged materials.

Job Environment

- Work is performed in office environment with moderate noise levels.
- Work is subject to fluctuations, and administrative deadlines.
- Operates computer, printer, telephone, copier, facsimile machine and all other standard office equipment.
- The employee has constant contact with co-workers, trustees, Friends of the Library, maintenance and delivery staff, patrons and the public.
- The employee has no access to department confidential information and full access to patrons' library records
- Errors could result in delays or loss of service, monetary loss, or dissatisfied patrons.

Physical Requirements

The physical demands described 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.

While performing the duties of this job, the employee must communicate, talk and hear; frequently is required to stand; and occasionally is required to walk, sit, use hands to finger, handle, or feel, climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms. The employee frequently must lift and/or move objects weighing up to 10 pounds; occasionally must lift/and or move objects weighing up to 30 pounds; and seldom must lift and/or move objects weighing up to 60 pounds. Vision and hearing at or correctable to normal ranges to read documents and analyze data. This position requires the ability to operate standard office equipment and to operate a keyboard at efficient speed.

The Town of Georgetown, MA is an Equal Opportunity Employer. Diverse candidates are encouraged to apply.

No Residency Requirement.

In the Town of Georgetown, we value diversity, equity, and inclusion and believe that everyone in the community deserves excellent public services and access to resources regardless of race, gender/gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status or personal experience. We believe in the benefit of diversity which allows us to become aware of varied ways of engaging with citizens and to discover, design and deliver enriched solutions and services for our community. The Town embraces and encourages all qualified candidates to apply.

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

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