

*TOWN OF GEORGETOWN, MA JOB DESCRIPTION*

<b>Title: Reference Librarian</b>	<b>Classification/Grade:</b>
<b>Department: Georgetown Peabody Library</b>	<b>FLSA Status:</b> Exempt
<b>Reports to: Library Director</b>	<b>Union Status:</b> Non-Union
<b>Effective Date: 9/23/2024</b>	<b>Benefit Status:</b> Yes

**Summary**

Under the direction of the Library Director, provide professional services to patrons at the Reference Desk. Perform collection development, programming and instruction, cataloging and outreach services.

**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.*

- Provide reference, research, and technical assistance to library patrons using outstanding customer service skills:
  - Interview patrons to determine their specific needs and identify information sources to meet those needs.
  - Teach patrons in how to use information sources.
  - Instruct patrons in the use of library technology and equipment.
  - Train patrons in the use of personal devices
  - Assist patrons in the selection of reading and other materials
  - Process interlibrary loan requests and make referrals to community agencies.
- Oversee the adult non-fiction collection, audiobooks, music, and DVDs; including selection, cataloging, processing, mending, and weeding.
- Implement library services which meets the needs of the community:
  - Implement programs and training classes
  - Develop publicity and promotion of library programs and services
  - Work collaboratively within the library as well as with Town of Georgetown staff and officials and community organizations,
  - Cooperate with other libraries in MVLC and beyond.
- Maintain the Local History Room and serve as liaison with the historical society.
- Participate in professional development, consortium and statewide meetings, workshops and continuing education.
- Attend staff meetings and workshops and keep abreast of library programs and activities.
- May occasionally cover the Circulation or Children’s Room desks as needed.
- Performs related duties as required.

**Supervision**

*Supervision Scope:* Perform varied and responsible functions requiring an expertise in working knowledge of library departmental operations and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

*Supervision Received:* Work under the general supervision of the Library Director following department rules, regulations and policies; duties require the ability to plan and perform operations and independently complete tasks, within prescribed time schedules.

*Supervision Given:* Assist and supervise library pages and volunteers as needed.

**Recommended Minimum Qualifications**

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### Education, Training and Experience

Bachelor's degree plus 3 years of experience in a library setting are required or an equivalent combination of education, training and experience. Master's degree in Library Science is preferred.

*Special Requirements:* Proficient knowledge of library software is required, SirsiDynix Symphony preferred.

*Knowledge:* Knowledge and experience in library practices and principles. Familiarity with public libraries and municipal government. Familiarity with library software for cataloging, circulation, and reference. Working knowledge of desktop software, print and electronic publishing, literary and reading trends, technology trends, and communication technology.

*Ability:* Ability to interact appropriately and tactfully with the public; ability to develop an understanding of rules, regulations, and procedures; ability to maintain detailed records; ability to explain Library policies and procedures to the public and to staff; ability to work independently. The ability to collaborate and appreciate other's viewpoints. Ability to work evenings and weekend days.

*Skills:* Excellent interpersonal, organizational and customer service skills. Demonstrated experience providing customer service to staff, co-workers, residents, 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; excellent computer skills including MS Office applications, Google Docs and Sheets, and formatting spreadsheets and documents. Proficient in on-line cataloging knowledge and tools; OCLC and Wilson or comparable tools. Proficient in software systems and applications for operating systems for patron registration, circulation functions, and for entry of materials into the catalog.

### **Job Environment**

- Work is performed indoors in library office environment with moderate noise levels.
- Work is subject to fluctuations, and administrative deadlines. Employee may routinely work evenings and weekends.
- Operates computer, printer, telephone, copier, facsimile machine and all other standard office and library equipment.
- The employee has frequent contact with the general public, and communicates often with library staff, book groups, patrons, delivery systems and librarians from area libraries, in person, via email, on Zoom and on the telephone.
- The employee has limited access to department confidential information and full access to patrons' library records.
- Errors could result in delays or loss of service, monetary loss, and legal ramifications.

### **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 is frequently required to communicate, talk and hear and must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. Often the employee must sit. Occasionally, the employee must stand, walk, climb or balance, stoop, kneel, crouch, or crawl and taste or smell. The employee frequently must lift and/or move objects weighing up to 10 pounds; occasionally lift and/or move objects weighing up to 30 pounds; and seldom 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 a keyboard at efficient speed, and to operate office and library equipment, effectively.

## *TOWN OF GEORGETOWN, MA JOB DESCRIPTION*

*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.*