

POSITION DESCRIPTION

Town of Winchendon, MA

Library Technician

Summary:

The Library Technician is responsible for performing general library duties and providing direct services to library patrons as well as for assisting in the planning of programs for patrons. All other related work as required.

Supervision:

Supervision Received: Works under the direction of the Library Director and the supervision of the Assistant Library Director.

Supervision Given: This position will not have supervisory duties.

Work Environment:

The work environment described here are representative of those a Library Technician encounters while performing the essential duties of the position.

- Work is performed under typical office conditions; work environment is occasionally moderately noisy.
- Operates a computer, telephone, copier, facsimile machine, and other standard office equipment.
- May spend extended periods at computer terminal, on telephone, or operating other office machines.
- Makes regular contact with the general public.
- Regular interruptions to assist patrons.
- Regular lifting and carrying of books, files, documents, records, etc.

Essential Duties and Responsibilities:

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.

- Reserve, circulate, renew, organize and discharge books and other materials.
- Enter and update patrons' records.
- Provide assistance to teachers and students by locating materials and helping to complete special projects.
- Answer routine reference inquiries, and refer patrons needing further assistance to librarians.
- Guide patrons in finding and using library resources, including reference materials, audiovisual equipment, computers, and electronic resources.

- Assist Library Director and/or Assistant Library Director in training volunteers, and/or student assistants.
- Sort books, publications, and other items according to procedure and return them to shelves, files, or other designated storage areas.
- Conduct reference searches, using printed materials and in-house and online databases.
- Deliver and retrieve items throughout the library by hand or using pushcart.
- Process interlibrary loans for patrons.
- Process materials to prepare them for inclusion in library collections.
- Organize and maintain periodicals and reference materials.
- Collect fines and fees.
- Issue library cards to new patrons.
- Assist the Assistant Library Director with maintaining the library website.
- Operate and maintain audiovisual equipment.
- Assist in the planning and implementation of library programs.
- Assist in the repair of damaged books.
- Assist in the creation of flyers and special displays to promote the library
- Assist patrons in finding books to read for pleasure; assist patrons with research for schoolwork, business, or personal interest; teach patrons how to access the library's resources.
- Assist library users in searching library resources, and provide information on subjects of interest to patrons.
- Performs similar or related work as required, directed, or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

- Associate's preferred; one (1) year of experience in library service preferred; or any equivalent combination of education and experience deemed appropriate by the Library Director.
- Experience writing press releases.
- Ability to use Google Suite, Microsoft Office, and Canva.

Knowledge, Ability and Skills:

- Working knowledge of library services and procedures.

- Ability to provide information and assistance to patrons and to maintain favorable public relations.
- Ability to adapt and apply new technologies as required.
- Ability to use initiative, persuasion, tact, and judgment in dealing with the general public.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to learn library circulation system.
- Ability to fairly and tactfully enforce library policies with patrons as required.
- Excellent skills in customer service.

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.

- The employee is often required to sit and/or stand in one place for an extended period of time.
- The employee is often required to walk and climb stairs.
- Must possess the ability to use a computer and be able to work in a busy office environment and work with the general public.
- Communicates both verbally and in writing.
- Regular lifting and carrying of books, files, documents, records, and related library materials.
- Operates in open public area subject to drafts, fumes, and temperature variations.

The Town of Winchendon is an Affirmative Action/Equal Opportunity Employer.

The 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 the requirements of the job change.