

DATE: 5/26/16

JOB GRADE: I8

**ACTON MEMORIAL LIBRARY  
STAFF LIBRARIAN 2  
COMMUNITY SERVICES AND TECHNOLOGY LIBRARIAN**

**REPORTS TO: LIBRARY DIRECTOR**

**SUMMARY:** Professional position with significant responsibilities for library programs and services, including responsibility for any public and staff technology not supported by the Town IT Dept.

**SUPERVISORY RESPONSIBILITY:** May oversee volunteers or Senior Workers.

**DISTINGUISHING CHARACTERISTICS OF POSITION:**

**Supervisory Controls:** Observes library policies and the Long Range Plan while working under the broad supervision of the Library Director, who may assign projects or set priorities and deadlines.

**Guidelines:** While there are guidelines covering some aspects of the position, employee is expected to use own initiative to solve simple and sometimes complex operating problems.

**Complexity:** Staff Librarian 2 (Community Services and Programs and Technology Librarian) must assess the need for adult library programs and outreach and then design, implement and evaluate responses to the same. S/he participates in the development of publicity, especially social media, for library programs. The employee also is responsible for maintenance and advancement of library technology other than equipment and services provided by the Town IT Dept. These responsibilities should be done in a manner which is consistent with the library's policies and Long Range Plan and in compliance with the state Uniform Procurement Act. Employee should also make recommendations to and assist library administration in the improvement of the organization's resources, programs, procedures and services.

**Scope and Effect:** Most of the work involves simultaneous tracking of multiple tasks, some long-term and some more immediate, in a fast-paced environment. Errors could result in delay or temporary cessation of technology-related services; poor public relations; poor use of public funds or resources; negative impact on staff morale; possible lawsuits.

**Personal Contacts/Purpose of Contacts:** Primary contacts are with the public, employees within the library, the Town IT Dept., MLN Central Site staff, potential program presenters and community groups.

**Physical Demands/Work Environment:** Work is performed primarily indoors. Reaching, bending and stooping for materials and equipment, and lifting heavy objects may occur. May need to set up the meeting room for programs on occasion.

## **KNOWLEDGE, SKILL AND ABILITY:**

**Knowledge:** Extensive working knowledge of library-related computer hardware, software and applications, including how to set up/install/fix computers, monitors, printers, scanners and software; working knowledge of basic Microsoft Office applications; working knowledge of RFID; basic knowledge of publicity-related applications; current trends in services/use of technology to provide services; principles and practices of public librarianship.

**Skill:** Strong skill in assessing and resolving computer/technology problems; strong communications skills in person, in writing, by phone or electronically especially as related to computers/technology; strong organizational/prioritization skills; public relations skills; publicity-related technical skills; strong customer service skill; library program planning, implementation and evaluation skills; skill in adapting rapidly and effectively to changing circumstances; skill in assisting culturally and linguistically diverse library users; skill in looking creatively at both long-term practices and new situations.

**Ability:** Ability to learn III Sierra ILS and to learn in detail CASSIE (time and print management software) and other library-related software; ability to explain technology-based services (i.e., OPACs, databases, downloadables) to the public; public speaking ability; ability to develop and implement publicity in both written and electronic formats; ability to work well with people of all ages from a wide range of backgrounds and cultural groups; ability to recognize library-wide priorities and work cooperatively to support their accomplishments; ability to work effectively under time constraints to meet deadlines; ability to remain patient under stressful situations; ability to handle confidential information (i.e., user records).

## **MINIMUM ENTRANCE REQUIREMENTS:**

ALA-accredited Masters degree in Library Science plus 2 years experience in a fully-automated public library using RFID; significant experience in installing and troubleshooting computer hardware and software; library program and publicity experience; experience in working with different cultures; demonstrated knowledge of current trends in library technology; excellent organizational and interpersonal skills.

Preferred qualifications: additional relevant library experience, especially in technology, programming for adults and/or outreach; fluency in Chinese, Russian, or Portuguese (Brazilian dialect).

## **SPECIAL REQUIREMENTS:**

Work schedule includes two nights a week and one Saturday in three; possible occasional Sundays at time and a half.

Ability to travel occasionally to other sites in Acton, the Network's Central Site in Natick, and other locations in eastern Massachusetts.

## **JOB DUTIES:**

- 1) Has major responsibility for library programs for adults.
- 2) Shares in the responsibility for creating/distributing library publicity including social media; posters, flyers or handouts for library programs; routine press releases; brochures, etc.
- 3) Performs outreach to seniors, immigrants, and other target groups, including public speaking.
- 4) Collaborates with other Town departments or community/area organizations working with the same groups.
- 5) Is responsible for all public and staff technology not supported by the Town IT Dept., including installing computers, monitors, printers, scanners and software.
- 6) Is primary liaison to Town IT Dept. and to MLN Central Site in matters relating to technology.
- 7) Works in conjunction with the Reference staff to identify needs for technology skills which go beyond staff ability to teach in-house and to find possible workshop leaders for such programs.
- 8) Works with the Director, Assistant Director and other department heads within the library to consider the future direction of the organization, recommend services, policies and procedures, and plan and implement approved changes.
- 9) Fills in regularly on Reference and Children's desks.
- 10) Explains library policies and procedures to the public.
- 11) Answers library users' questions and assists them in finding needed information and materials.
- 12) Participates in the development and implementation of grants which require technology or publicity components.

Upon request of Library Administration, performs other tasks requiring similar levels of skill and responsibility.

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Department Head Signature

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Date

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Employee Signature

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Date