
Town of Harwich, Massachusetts

Position Title: Senior Library Technician

Department: Library

Statement of Duties

Under the direction of a professional librarian, the Senior Library Technician performs a variety of paraprofessional library work.

Essential Duties and Responsibilities

The essential functions or duties listed below are illustrations of the type of work performed. The omission of specific statements of duties does not exclude them from this position if the work is similar, related or a logical assignment to the position.

1. Responsible for paraprofessional work in public service and/or technical services functions. Provides services at the Circulation Desk and routinely covers the Reference Desk or Children's Desk. Performs technical services functions in cataloging, acquisitions and serials. In the absence of senior staff, may assume charge of the Library and its operations. Areas of responsibility may change periodically as library needs dictate and for staff development purposes. Responsible for opening and closing duties such as building security checks, and turning HVAC, alarms, and elevators on and off.
2. Public service functions: Responsible for management of patron registration, holds, overdue and lost materials, and routine transactions using the automated Circulation module. Responsible for the accuracy of the local portion of the shared patron database. Ensures transactions are performed in compliance with policies and procedures. Checks materials in and out, places holds and provides readers advisory services. Responds to requests for information in person, by phone and through email. Provides programming, sets up displays, and performs some collection development functions. Assists computer users with routine difficulties. Performs collection management functions such as shelving, shelf-reading, straightening, and shifting of materials. When providing coverage in the Reference or Children's Departments, assists patrons in locating information, and uses and demonstrates the periodical databases and Virtual Catalog.
3. Technical Services: Responsible for technical work utilizing the automated Acquisitions, Cataloging and Serials modules for receipt and processing of books and other materials. Responsible for the accuracy of the local portion of the shared bibliographic database. Following established procedures, performs copy-cataloging, enters data to update order records, create new bibliographic short records or add item records to existing bibliographic records. Contacts vendors, initiates claims and maintains files. Coordinates the materials processing work of lower graded staff and volunteers.

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Supervision

Works under the general supervision of a professional librarian, who provides instruction and guidance on non-routine or unusually complex situations. Formal and informal training is provided on new responsibilities. Plans and carries out routine duties independently in accordance with established policies and procedures.

Work Environment

Work is performed in typical public library conditions using standard automated equipment. Workload and duties vary seasonally and according to fluctuations in library use and operations. The work schedule involves regular evening and weekend shifts. The employee has regular contact with library staff and volunteers, patrons, town employees, vendors and community groups. The employee has access to confidential patron information and library records. Errors in the financial records of the Acquisitions system can result in the Library overspending its budget or failing to meet state standards for Library certification. Other errors could result in poor customer service for library users, deterioration in the quality of the shared automated patron and bibliographic database, and inaccurate records.

Recommended Minimum Qualifications

Education and Experience

A Bachelors degree in a related field and one year of public library experience, or an Associates degree in a related field and three years public library experience, or an equivalent combination of training and experience that provided the knowledge and abilities to perform the duties of the position.

Knowledge, Ability and Skill

Knowledge of library principles, practices and operations. Ability to perform paraprofessional support work in circulation, reference, children's and technical services functions. Knowledge and proficiency in the operation and use of personal computers utilizing automated library software, word processing, spreadsheet and database management software programs, Internet browsers, and e-mail. Ability to type with accuracy. Excellent customer service, oral and written communication skills, and the ability to maintain harmonious interpersonal relations with co-workers, volunteers and the public. Ability to create a welcoming atmosphere at the Library for community members and visitors of all ages, backgrounds and abilities.

Physical Requirements

Moderate physical effort under typical library conditions is required. Work at the Circulation Desk is characterized by constant moderate physical effort while performing a variety of tasks such as check in and check out, and retrieving materials from shelves at heights ranging from floor level to above the shoulder, emptying the book drop, and shelving and shifting of materials. Work at the Reference Desk

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and Children's Desk and performing technical services functions also require moderate physical effort interspersed with more sedentary work. All areas of responsibility require continual use of the keyboard and the handling of library materials using one or both hands. The incumbent operates typical equipment found in an automated library such as a computer, printer, barcode reader, and copy machine. Must be able to push or pull a full cart or bin of books, and lift and move cartons of library materials and supplies. The employee is frequently required to stand for long periods, walk, sit, reach, bend and use hands. With or without adaptive equipment, the employee must speak and hear well enough to be able to communicate effectively with others, and to read printed material. The employee lifts and moves boxes of books, equipment and furniture weighing up to 30 lbs.

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

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.