

Town of Sherborn Job Description

Form approved by Personnel Board 6/97. Amended and approved by Personnel Board 3/06

JOB TITLE:

TECHNOLOGY LIBRARY ASSISTANT

DEPARTMENT NAME:

SHERBORN LIBRARY

FLSA STATUS:

Exempt: _____

Non-Exempt: X

Hours worked per week 16

EMPLOYEE TYPE:

(see General By-Laws Personnel Administration Plan for definitions)

Salaried _____

Regular Full-Time _____

Regular Part-Time x

Supplemental Part-Time _____

Casual Part-Time _____

Temporary _____

REPORTS DIRECTLY TO (INDICATE JOB TITLE):

TECHNICAL SERVICES LIBRARIAN

I. JOB SUMMARY - Briefly describe the primary function of this job.

The Technology Assistant position assists the Library staff with the daily operations of the Library and serves as the point of contact at the main circulation desk. Additionally, this position acts as the back-up substitute for the Technical Services Librarian as needed and provides instructional guidance and materials to staff and patrons on the use of network and local digital resources. Regularly offers educational classes and programming on local online digital resources and general technological support.

II. JOB DUTIES - List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty. Include any essential or important physical demands that are required to complete each of these duties. Use separate sheet if necessary.

1. Oversees the day-to-day circulation desk operations. Staffs the Library circulation desk by performing customer service duties such as: managing the network circulation of materials and interlibrary loan to registered patrons, shelving, retrieving requested materials from the stacks, answering and directing telephone calls, addressing patrons' questions about the Library and its services, assisting with public access of office equipment and devices, contacting patrons for reserved and overdue items, running the expired holds list and collecting and recording fees for damaged materials. Physical stamina and mobility is required to handle Library materials and maintain daily circulation duties. Receives and helps to resolve staff and patron-related circulation issues and concerns.
2. Provides reference assistance to patrons by consulting the online catalog and basic reference sources. Directs requests for reference service to the appropriate Librarian on duty. Works with the Librarians to generate reports and maintain statistics on Library acquisitions and circulation.
3. Participates in the routine workflow of the Technical Services Department, and acts as the back-up substitute for the Technical Services Librarian as needed. Aids the Technical Services Librarian in acquisition management, including cataloging and classifying all Library materials utilizing the Integrated Library System. Assists in preparation of all Library materials to be circulated. Provides ongoing support to Library staff in cataloging projects. Performs routine bibliographic maintenance in the local ILS system.
4. Provides instructional guidance and materials to staff and patrons on the use of network and local digital resources. Regularly offers educational classes and programming on local online digital resources and general technological support.
5. Troubleshoots and performs basic maintenance of Library PCs, internal network, and other Library electronic devices and performs simple website maintenance. Maintains software and security upgrades and authentication through the Minuteman Library Network. Makes recommendations for technology and software acquisitions for integration with the technical services offered by the Library.
6. Staffs Children's circulation desk and assists in the Children's Wing as needed.

III. EDUCATION, TRAINING & EXPERIENCE - Describe the minimum level of education, training, and experience, as well as any special skills or certifications, which are required to competently perform the duties of this job.

The position of Technology Assistant requires a Bachelor Degree.

Superior organizational skills, oral, written, and interpersonal communication ability; exceptional customer service experience is required.

Attention to detail is necessary for performing cataloging assistance and maintaining accurate records. Cataloging experience is desirable.

A familiarity with the use of computer hardware, basic software programs is required and basic website management knowledge preferred. Experience with technology instruction is desirable.

IV. COMMUNICATIONS & CONTACTS - List the jobs, external departments or organization with which the job has the most frequent contact. Describe the purpose and frequency of the contacts (Do not include supervisors and subordinates).

Contact	Purpose	Frequency
Library staff	Coordination of collection and services	Daily
Library vendors	Invoice & shipment questions	Regularly
Professional Library Groups	Stays current in cataloging and circulation; informs staff of updates	Regularly
Local Civic & Community Groups	Coordinate programs and services	Regularly

V. MANAGERIAL & SUPERVISORY RESPONSIBILITIES - Describe the function(s) over which this job has direct accountability and authority.

VI. WORK ENVIRONMENT: Describe the workplace environment e.g. office, outdoors, night work, and any equipment usage requirements.

The Library is a public building and office work environment. The general public of all ages has access to three levels of the facilities, including book collections and meeting rooms. Physical stamina and mobility is required to handle Library materials and maintain daily circulation duties. All staff have the responsibility of interacting with the public, upholding all Library policies voted on by the Board of Trustees and following guidelines outlined in the emergency procedure manual. Ability to work 16 hours per week, including night and weekend shifts.

VII. REPORTING RELATIONS - Attach an organizational chart if possible indicating where this job fits in the department's operations.

Attached

The above statement is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SUPERVISOR'S/MANAGER'S SIGNATURE:

DATE:

TOWN ADMINISTRATORS SIGNATURE:

DATE:

PERSONNEL BOARD SIGNATURE

DATE:

COMMENTS: