

TOWN OF WINDHAM

Position Title: Reference and Technology Services Assistant
Department: Library
Reports to: Technology Services/Reference Librarian
Classification: Non-Exempt 6

Date: _____
Incumbent: _____
Supervisor: _____
Town Manager: DHG.

General Summary:

This is a technical and customer service position assisting the Reference and Technology Librarian in carrying out the activities of the Windham Public Library including, but not limited to, responding to patrons seeking information and assisting patrons with electronic devices. Responsibilities include dealing effectively with the public concerning department activities, and performing specific delegated tasks, all under the general guidance and direct supervision of the Reference and Technology Librarian. Performance is evaluated based on daily observation and results.

Essential Functions:

- Staffs the Adult Services Information desk; provides reference and reader's advisory assistance to patrons.
- Oversees the public access computer area, provides assistance to patrons with computer questions, and provides training, as needed, on new devices or programs.
- Assists the Reference and Technology Librarian with planning, promoting, and implementing programs.
- Supports collection development with recommendations for new purchases and weeding.
- Promotes use of print and electronic resources through displays and instructional handouts.
- Maintains individual statistics for reference questions.
- Performs general library office management duties including answering and directing calls.

Other Duties/Responsibilities:

- Participates in providing a safe and welcoming environment at the library.
- Performs other work as may be required in support of the library.

Competencies:

- Knowledge of books, viewing and listening materials in order to assist readers. Experience with readers' advisory tools, desired.
- Computer literacy and experience with Microsoft Office programs, databases, the Internet and specialized library and catalog software programs.
- Intermediate to advanced training in technology and other related media.

Required Education/Experience:

- Graduate from an accredited college or university;
- Three to five years' of experience in a library setting; with knowledge of Sierra software and experience with the MINERVA Consortium desired; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Working Conditions/Physical Demands:

Moderate physical effort required; normally seated or standing with freedom of movement on a regular basis; operating office equipment, and handling books and supplies. Extensive periods may be spent standing or operating a computer and using hands and wrists in frequent repetitive motions. Interaction with others via face-to-face communication, telephone, email, and written correspondence; flexibility of motion – repetitive sitting and standing assisting staff and citizens; ability to lift 25 pounds.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing non-discrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.