


TOWN OF WINDHAM

Position Title: Technology Services/Reference Librarian Date: \_\_\_\_\_  
Department: Library Incumbent: \_\_\_\_\_  
Reports to: Library Director Supervisor: \_\_\_\_\_  
Classification: Non-Exempt 10 Town Manager: 

General Summary:

This is an administrative and technical position assisting the Library Director in carrying out activities of the Windham Public Library including, but not limited to: responding to patrons' requests for information; planning and carrying out informational and educational programs; reviewing and recommending materials for purchase; assisting with and/or training patrons on electronic devices; and supervising/training staff and volunteers. 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 Library Director. Performance is evaluated based on daily observation and results.

Essential Functions:

- Staffs the Adult Services Reference desk. Provides reference and reader advisory assistance to patrons.
- Oversees the public access computer area and provides general maintenance and troubleshooting. Assists patrons with computer questions; provides training, as needed, on new devices or programs.
- Communicates with the Library Director and Systems Administrator regarding technologies and determines usefulness within the library.
- Assists with maintenance and promotion of events through the library website, social media and newsletter.
- Plans and carries out adult programs. Publicizes programs through various available resources.
- Reviews and purchases materials for the reference and general adult collection.
- Evaluates current collection and purges items as needed.
- Promotes use of print and electronic resources through displays and instructional handouts. Maintains individual statistics for programs, reference questions, computers and meeting room use.
- Keeps record of statistical data for monthly and annual reporting purposes.
- Attends and represents the library at community programs and meetings as well as for training and professional development purposes as needed.
- Performs general library office management duties including answering and directing calls, purchasing and tracking supply inventory and meeting room scheduling.

Other Duties/Responsibilities:

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- 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 current library standards, practices and procedures;
- Ability to exercise sound judgment in following and applying policies and procedures;
- Demonstrated personnel and project management skills;
- Excellent oral and written communications and customer service skills; and
- An ability to develop and maintain effective and professional working relationships with other employees, public officials, the Library Board of Trustees, volunteers and the general public.

Required Education/Experience:

- Bachelor's degree in Library Science or related field from an accredited college or university; Master of Library Science degree preferred;
- Three to five years' experience working in a library, preferably with supervisory experience; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Additional Eligibility Qualifications:

- A strong technology background including experience with Microsoft Office programs, databases, and the Internet. Knowledge of Minerva or the Millennium software, desired; and
- Ability to set up and use audio visual equipment.

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.