



The Town of North Andover is accepting applications for the position of:

INFORMATION SERVICES LIBRARIAN 12 Hours per Week PART-TIME/NIGHTS AND WEEKENDS

***Anticipated Hiring Range: \$22.23 (S-10) to \$24.28 (S-12) per hour**
2 nights per week year-round and 2 weekends per month from September to May.
Not benefits eligible

*Note this salary range is based on candidate's qualifications and is subject to the terms of the AFSCME Local 2978 Professional Librarians Collective Bargaining Agreement

Candidates are REQUIRED to submit a completed Town of North Andover Employment Application to be considered for this position. The Town of North Andover Employment Application can be found [here](#).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs various tasks requiring a broad knowledge of professional literature, bibliographic resources, and principles of information delivery and services.
- Uses reference interviewing skills and readers' advisory knowledge to effectively support patrons' needs.
- Works regular shifts at the reference desk, responding to questions from patrons in person, via email, or the telephone, using a wide range of resources: print, electronic, microfilm, etc.
- Oversees daily operation and provides instruction in the use of the Library's public devices, e.g., computers, printer, and photocopier.
- Answers questions about electronic devices such as e-readers, tablets, phones, etc. and provides instruction in digital resources such as e-books, downloadable materials, streaming content, etc.
- Promotes use of Library's e-materials and provides instruction in the Library and other venues as appropriate, such as Town departments and organizations, schools, parent organizations, Council on Aging.
- May develop and conduct e-materials training programs for Library staff and patrons. Assists in maintenance of e-materials documentation. Keeps other staff informed on e-materials and technology issues.
- Assists in overseeing Library's online database licenses, subscriptions and other electronic services and may work with the associated vendors. Supports online

connectivity to e-materials through Library website, etc. May compile usage reports and statistics.

- Works with a variety of electronic equipment, such as scanners, copiers, digital cameras, projectors, laptops, tablets, smart phones, e-readers. Functions as the Library's 1st level troubleshooter, answering questions about its electronic resources and technology. Diagnoses problems; resolves or escalates issue to next tier as appropriate, e.g., Town IT Dept. (hardware and base software), Merrimack Valley Library Consortium (MVLIC) (consortium provided software), vendor (applications purchased by the Library, e.g., website, calendar, museum pass management).
- Assists in maintenance and use of, and developing the Library's website, including its content and design (updating the calendar, blog, etc.). Assists in maintenance and use of, and developing the Library's presence on other social media, such as Facebook, Twitter, etc. May assist in the design and production of other Library e-publications, newsletters, publicity, etc.
- Keeps abreast of technology developments such as changing formats for the delivery of information and their potential impact on library service. Evaluates possible e-materials, equipment, and software that support the Library's mission and operation and recommends to the Library management team. Provides input to the Library Director on technology-related budget items.
- Provides excellent customer service to the public. Interprets library services and policies to patrons in a clear, consistent and courteous manner
- Actively participates in staff development and training opportunities when appropriate and embraces opportunities to learn in a changing environment.
- Works at any library location as needed. Assists with Library programs as needed.
- Performs related duties as assigned.

QUALIFICATIONS

Education:

Master's in Library Science (MLS) / Master's in Library and Information Science (MLIS) from an American Library Association (ALA) accredited library school; an equivalent Master's degree; or Bachelor's degree with 12 or more credits towards the MLS/MLIS degree. MA Board of Library Commissioners Certificate desirable.

Knowledge of:

- Wide variety of software including Microsoft Office, Google Applications, WordPress, LibGuides, Sirsi Dynix Symphony, FaceBook, Twitter, Instagram helpful.
- Search techniques using print and electronic resources and an ability to instruct others in their use.

Ability to:

- Create positive working relationships and collaborate successfully with co-workers; ability to communicate effectively verbally and in writing.
- Maintain a high degree of flexibility and ability to multi-task and frequently change focus in order to meet the varying needs of library users and the dynamic needs of public library service.

Skills:

- Strong skills in general computer use, including software (email, office applications such as word processing, spreadsheets, and presentations), social media and web development resources, hardware and networking (PC troubleshooting, basic network administration). Experience using a library automated system.
- Strong analytical, organizational, time and project management skills.
- Proficiency in current and emerging trends in library technologies (equipment and their applications).

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Performs duties under typical library conditions. Position requires frequent physical effort, such as carrying books (20-30 pounds), pushing book carts (up to 150 pounds), bending, stretching, grasping, etc., to retrieve library materials. Able to view computer screens for extended time periods and able to operate computers, telephones, photocopiers, printers and other office equipment.

The above statements are intended to describe the general nature and 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. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

SUPERVISION RECEIVED

Works under the general direction of the Library Director and Assistant Library Director.

SUPERVISION EXERCISED

May oversee staff or volunteers. May serve as Librarian of the Shift on evenings or weekends.

SELECTION GUIDELINES

Selections shall be made on the basis of qualifications, ability, and dependability. Formal application, rating of education and experience, oral interview, reference check, and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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

APPLICATION PROCESS

All applicants are required to submit a completed Town of North Andover employment application along with a cover letter and resume by e-mail to: jobs@northandoverma.gov, or by mail or hand delivery to Human Resources Department, Town of North Andover, 120 Main Street, North Andover, MA 01845. The employment application may be obtained on the internet at www.northandoverma.gov/human-resources, by visiting the Human Resources Department, or by calling (978) 688-9526. Resumes may be attached to the employment application but may not serve as a substitute for completing the required employment application.

Applicants will be required to undergo an extensive background check including CORI screening.

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| <p>Applications and resumes must be received in the Town's Human Resource Department by 4:30 p.m. on Monday, August 02, 2022</p> |
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Applications will be reviewed on an ongoing basis and the most highly qualified candidates will be invited to one or more interviews. Applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department at (978) 688-9526.

Questions regarding this hiring process should be addressed to:
Human Resources Department
Town of North Andover
120 Main Street
North Andover, MA 01845
(978) 688-9526
