

**City of Amesbury, Massachusetts
Job Description**

Position Title:	IT/ Reference Librarian	Grade Level:	14
Division:	Community and Social Services	Date:	
Department:	Library	FLSA Status:	
Reports to:	Library Director		

Statement of Duties: Responsible for long range planning for technological development and for coordinating and supporting all computer technology services within the library, including the Library’s consortium services via MVLC. Oversees and maintains Web presence and Internet services, evaluation, selection, installation and maintenance of hardware and software. Trains staff and public in the use of a variety of computer technology. Provides expert guidance to patrons requesting information and library materials and selects library materials for purchase both in print and electronic format. Provides reference assistance to library patrons.

Supervision Required: Works under the direction of the Library Director or his/her designee but works with considerable independence in setting own daily work plan. Unusual situations are referred to the Library Director. Work involves the direct ongoing instruction of staff and the unsupervised technological support of all computer technology services within the library.

Supervisory Responsibility: As a professional librarian, may be required to act as “in charge” supervisor in the absence of the Director or Assistant Director. Has substantial responsibility for technical soundness of subcontractors’ work.

Confidentiality: The employee has regular access to a wide variety of confidential information, including library patron records and borrowing history in accordance with the State Public Records Law.

Accountability: The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions.

Judgment: The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of established department policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh the efficiency and relative priorities in conjunction with operational or procedural concerns in decision making.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting,

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testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques, or determining the methods to accomplish assigned work.

Work Environment: The work environment involves everyday discomforts typical of library settings. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in accordance with the library's work schedule.

Nature and Purpose of Public Contact: Relationships are constantly with co-workers, the public and with groups and/or individuals such as patrons of the library and representatives of professional groups to explain or interpret department procedures or practices, to plan or coordinate work, and to resolve problems. More than ordinary courtesy, tact and diplomacy is required to resolve complaints or to deal with uncooperative patrons of the library.

Occupational Risk: Duties generally do not present occupational risk to the employee although the employee is required to lift, push or pull objects such as library materials and/or equipment. Employee may need to lift, move and carry large computer equipment.

Essential Functions:

The essential functions of the duties listed below are intended only as illustrations of the various types of work that may be performed. Tasks may be outsourced as needed within an allowed budget, with the Technology Manager supervising the work done by outside consultants. The omission of specific statements of duties does not exclude them from the position if the work is similar, relates, or is a logical assignment to the position.

- ❑ Administers the library's servers and PC network, including connection to the Merrimack Valley Library Consortium
- ❑ Performs all PC configuration activities
- ❑ Troubleshoots all hardware and software malfunctions
- ❑ Develops and oversees the annual budget for automation and electronic resources
- ❑ Develops and maintains the library's website and assists with departmental and staff Web pages as requested
- ❑ Trains staff and public in the use of automated technologies and electronic resources
- ❑ Develops the library's long-range technology plan
- ❑ Provides assistance to library patrons of all ages in location and use of library materials, resources and facilities, in regularly scheduled reference shifts
- ❑ Selects library materials for purchase including non-fiction and reference resources in both print and electronic formats; oversees licenses, maintains relationships with vendors of electronic subscriptions and other services, and provides usage reports and statistics
- ❑ Supervises special projects and performs other duties as assigned
- ❑ Represents the library at consortium, regional and state professional meetings

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Recommended Minimum Qualifications:

This position calls for a high degree of initiative and independence.

Both flexibility and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual situations.

Extensive interaction with co-workers and the public to plan and coordinate work or to answer questions makes it essential that the employee possess a high degree of diplomacy and judgment and be able to work effectively with all types of people with courtesy and tact.

Education and Experience: A Master's Degree in Library Science in a program accredited by the American Library Association and a minimum of 3 years professional experience or an equivalent combination of education, training and experience. Experience managing library computer systems and networks required.

Special Requirements: Possess Certification in Librarianship from the Massachusetts Board of Library Commissioners.

Knowledge, Abilities and Skill

- Strong public service commitment
- Proven general computer skills, including software, hardware, and networking
- Broad and in-depth knowledge of personal computers and their applications in a library setting
- Expertise in the use of Windows operating system and knowledge of Web-based technologies
- Familiarity with integrated library systems, preferably Evergreen
- Experience with website development and management and knowledge of Web design principles; familiarity with Word Press a plus
- Commitment to facilitating and promoting innovation in the use of technology and electronic resources
- Understanding of social media and its use to build community and promote the library and its services
- Ability to develop effective working relationships with department personnel and with the general public
- High degree of flexibility and the ability to multi-task and frequently change focus
- Effective time management skills
- Excellent oral and written communication skills.

Physical and Mental 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 position's essential functions.

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Physical Skills:

Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, kneeling, walking, and standing. There may be some occasional lifting of objects such as books, office equipment or supplies (up to 50 lbs.).

Motor Skills:

Duties are largely mental rather than physical, but the job requires motor skills for activities such as moving objects such as computer equipment, operating a telephone system, computer and/or most other office equipment.

Visual Skills:

Visual demands require constantly reading documents for general understanding and analytical purposes. Depth, color, peripheral and distance vision routinely required.

Salary Range: \$24.36 an hour with full benefits package.

Schedule: 35 hour work week includes regular evening and weekend rotations with other professional staff.