

**Thomas Crane Public Library
40 Washington St., Quincy MA 02169**

**JOB POSTING
10/6/2022**

Adult/Young Adult Services Librarian (North Quincy Branch)

Professional Librarian II, Range 3; Salary \$50,382 - \$61,299 (in six steps, plus weekend differential)

General Statement of Duties:

The North Quincy Branch Adult & Young Adult Services Librarian provides direct services to patrons of all ages; instructs customers in the use of library resources and technology; assists with collection development; and develops and conducts programs and outreach activities for adults and for teens aged 13-18.

Qualifications:

- Must have an M.L.S. from an ALA-accredited library school, with coursework in teen services and literature, and a demonstrated commitment to continuing professional education
- One year of public library experience providing direct circulation and readers/media advisory services to children, teens, and adults preferred
- Must have experience planning and delivering programs for adults and teens
- Must have an interest in and affinity with teens, and some experience working directly with teens in libraries, schools, youth services agencies, or similar organizations

Schedule:

Full-time schedule of 35 hours per week, to include at least two evenings per week and two Saturdays per month.

Full job description attached.

Closing Date: 5:00 p.m. on Tuesday, October 18, 2022

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Supervision Received

Works under the general supervision of the Assistant Library Director and the direct supervision of the Branch Librarian.

Principal Duties

Information & Circulation Services

- Assists users in the selection of library materials and the use of library discovery tools, and directly provides information services as needed, in person at public service desks, by phone and online, while ensuring that each library user receives the highest possible standard of customer service.
- Teaches customers how to use commonplace digital resources, services, and devices.
- Performs all aspects of circulation services including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
- Conducts in-person and virtual group visits and tours.

Programming & Outreach

- Develops and conducts programs for teens and adults, in the library and in the community, in-person and online, live and recorded.
- Assists in publicizing branch programs, including preparing copy for events and appearing in educational and promotional videos.
- Assists with general marketing and public relations activities and initiatives, including public speaking to community groups.
- Develops and maintains effective relationships with schools and community organizations that serve teens.

Resource Development

- Participates in the development and maintenance of relevant resources for adults and teens, including selection of print books and electronic resources, and content development for website pages, social media platforms, and other media formats.
- Develops and promotes library resources and services for adults and teens, including physical and virtual displays, book talks, finding aids, presentations, and related activities.

Leadership Support

- Engages in effective teamwork to achieve library-wide goals through positive collaboration with others.
- Interprets and applies library policies and procedures for customers and resolves customer complaints.
- Participates in the development of goals, policies and procedures for the branch library, particularly regarding adult and teen services and programs.
- Supervises the work and activities of teen volunteers and teen advisory councils.
- Monitors patron behavior and conduct, ensuring the safety of staff and the public and maintaining an appropriate atmosphere.
- Assists in branch opening and closing procedures.
- Assumes a leadership role to address emergency situations, as required.

Training & Staff Development

- Keeps informed of library policies and procedures, new and emerging technologies, and public library service trends and innovations.
- Maintains an area of expertise in providing library services to teens; Keeps current with knowledge and trends related to this audience, including literature, and the science of cognitive development.
- May instruct others in work procedures and may provide direction to others on a project basis
- Participates in library teams, committees and trainings in support of library strategic initiatives.
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees.

Other Duties

- Assists with responsibilities related to technology functions and equipment.
- Provides professional and circulation services to the public at the Main Library and other locations, as needed.
- Performs related duties as assigned.

Requirements:

Education

- Must have an M.L.S. from an ALA-accredited library school, with coursework in teen services and literature, and a demonstrated commitment to continuing professional education

Public Services

- One year of public library experience providing direct circulation and readers/media advisory services to children, teens, and adults preferred
- Must have broad knowledge of the principles and practices of public library work, including circulation, reference, information, reader's/media advisory, and teen services
- Must have knowledge of reader interest levels, books, authors and reading genres, with particular knowledge of the interests and needs of teens

- Must have experience planning and delivering programs for adults and teens

Technology

- Must have current working knowledge of common office computing technology, library applications, and library automation systems, and be able to use online searching methods and information resources
- Aptitude for technology and the ability to assist customers of all ages and skill levels in the use of library technology
- Must be familiar with commonplace social media platforms
- Familiarity with HTML and website content management systems desirable
- Experience with macOS, iOS, and Android a plus

Customer Service

- Minimum one year of experience providing customer service to the general public
- Must have an interest in and affinity with teens, and some experience working directly with teens in libraries, schools, youth services agencies, or similar organizations
- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public

Communication and Interpersonal Skills

- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and listen to, understand and interpret the concerns of others
- Must be able to plan programs, develop program handouts, and conduct effective programs for the public
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems
- Experience in public speaking and formal writing skills are highly desired, as is fluency in more than one language
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone

Other Required Skills and Abilities

- Must be flexible, able to handle multiple competing priorities and tasks, adaptable to change, and able to work effectively and meet deadlines in a fast-paced and rapidly changing environment
- Must be able to work independently with little direct supervision, and to exercise initiative and good judgment in the performance of duties
- Must be able to accurately carry out complex procedures and pay close attention to detail

Physical Demands and Work Environment

Physical Demands:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 50 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves assignment at a variety of library service points and some exposure to dust and other common allergens. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.

May 2021