

**Thomas Crane Public Library**  
**40 Washington Street, Quincy MA 02169**

**JOB POSTING**

**7/10/2025**

**Branch Librarian - North Quincy**

Full-Time / 35 hours per week

Professional Librarian IV, Range 3

Salary: \$69,000 - \$81,287 annually

**Duties:**

Professional library work involved in the direction, operation and supervision of the North Quincy Library in the Thomas Crane Public Library, direct service to constituents of all ages, supervision or staff, substitutes, volunteers, and interns, planning and scheduling branch library activities and programs and assisting in the development and implementation of branch library policies and procedures; monitors facility maintenance, and performs all other work as required.

**Requirements:**

*The following qualifications are **required** to be considered a qualified applicant for this position:*

- Must have an M.L.S. from an ALA-accredited library school and a demonstrated commitment to continuing professional education
- Minimum five (5) years of library experience required, to include three (3) years of professional public library experience providing information services to the general public

**Schedule:**

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

*Full job requirements and description attached.*

**To Apply:**

Send a current resume and cover letter to [jobs@quincylib.org](mailto:jobs@quincylib.org)

**Closing Date:**

Open until filled with applications to be considered on a rolling basis.

## **Thomas Crane Public Library**

### **Branch Librarian**

#### **Position Purpose**

Professional library work involved in the direction, operation and supervision of one of the three branch libraries in the Thomas Crane Public Library, direct service to constituents of all ages, supervision of staff, substitutes, volunteers, and interns, planning and scheduling branch library activities and programs and assisting in the development and implementation of branch library policies and procedures; monitors facility maintenance, and performs all other work as required.

#### **Supervision**

##### *Supervision Scope*

Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems. Shows judgment in helping patrons, explaining policies and procedures.

##### *Supervision Received*

Employee generally establishes own work plan and completes work in accordance with established library policies and standards; only cases involving clarification of library policies and procedures are referred to a supervisor.

Adams Shore: works under the supervision of the Deputy Director

North Quincy: works under the supervision of the Technology Director

Wollaston: works under the supervision of the Library Director

##### *Supervision Given*

Has supervisory responsibility for up to 4 staff members, and numerous volunteers. Participates in hiring of staff, provides daily direction, prepares employee performance evaluations, and counsels and disciplines staff consistent with library and town policies.

#### **Essential Functions**

*(The essential functions or duties listed below 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.)*

Supervises the operation of the branch library. Participates in selection of branch staff. Supervises, trains, and schedules staff. Communicates policies and procedures from Library Administration, other library department heads, and the City to branch staff. Plans, organizes, assigns and supervises the work activities of the branch library staff to realize the department's work goals, to ensure the

consistent application of department and library policies, procedures, and guidelines, and to provide customer services. Consults with staff on their duties, projects, and any problems related to their jobs or library service. Annually reviews and regularly monitors work performance and/or products of subordinate staff and provides necessary training and/or discipline as required in consultation with supervisors.

Often has sole charge of the building.

#### *Supervising and Leadership Support*

- Supervises the work of staff and substitutes assigned to the branch, and oversees the scheduling and work assignments of all volunteers at the branch; Monitors the workload of staff and substitutes and ensures completion of tasks
- Interviews, selects, and trains branch volunteers, in collaboration with the Library's volunteer coordinator
- Conducts general orientation and branch-specific training for staff and substitutes
- Fosters a cooperative work environment, and ensures that employees provide the highest quality assistance to library users
- Prepares regular written reports on branch activities
- Monitors patron behavior and conduct, ensuring the safety of staff and the public and maintaining an appropriate atmosphere and discipline
- Personally handles problems and patron complaints and provides assistance to staff handling difficult situations
- Assists with overseeing maintenance of the branch building, equipment and grounds; Assists in branch opening and closing procedures
- Leads staff through emergency situations
- Provides information to patrons on Library policies, services, activities, facilities, and regulations.
- Coordinates requests for substitute staff, supplies, custodial services, and computer system repairs with appropriate Main Library staff
- Serves as a liaison between staff, supervisors, administrators, the public, and outside organizations regarding the branch library; Collaborates with other library supervisors and departments on projects/activities that affect branch library services
- Coordinates activities with staff at other library locations. Coordinates registrations for branch programs.
- Prepares displays.
- Monitors physical plant operations to report equipment, building and grounds maintenance, and repair needs. Troubleshoots and responds to general technology issues, oversees maintenance of such technology. Reports problems to Head Custodian, Administration, and/or Information Technology (City, Library, or OCLN).

#### *Services to the Public*

- Assists users in the selection of library materials and the use of library discovery tools, and directly

provides information services and technology assistance 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

- 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.
- Oversees the atmosphere, usability, and overall appearance of the branch, including collection merchandising
- Troubleshoots computer and equipment problems for staff and patrons, in person, by phone or electronically.
- Produces and displays signage to enhance patron safety and improve access to library materials.

#### *Programming & Outreach*

- Develops and delivers programs for children, teens, and adults, both in the library and in the community
- Conducts group visits and tours
- Participates in civic organizations and community activities, building partnerships and representing the library to the community
- Assists with marketing and public relations activities and initiatives, including public speaking to community groups

#### *Resource Development*

- Participates in the development and maintenance of content for social media platforms and the library website
- Assists the Collection Services Coordinator and the Children's Coordinator with branch collection management and assessment activities, including deselection of materials

#### *Training & Staff Development*

- Prepares and maintains documentation related to branch operations, such as opening and closing procedures
- Keeps informed of new and emerging technologies, and public library service trends and innovations
- Participates on Library staff committees and attends in-service trainings
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees
- Instructs staff and patrons on the use of hybrid meeting tools and assistive technology

#### *Other Duties*

- Provides professional and circulation services to the public at the Main Library and other locations, as needed
- Performs related duties as assigned

- Writes memos or Risk Reports as necessary

## **Qualifications**

### *Education*

- Must have an M.L.S. from an ALA-accredited library school, including coursework in children's services, and a demonstrated commitment to continuing professional education

### *Supervisory, 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 general 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
- Formal writing skills are highly desired, as is fluency in a foreign language (particularly Chinese)
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone
- Must pursue professional development to keep current with best practices in library leadership and management.

### *Public Services*

- A minimum of five to seven years of professional public library experience providing direct circulation and readers/media advisory services to children, teens and adults
- Must have broad knowledge of the principles and practices of public library work, including circulation, reference, information, readers/media advisory, and children's services
- Must have knowledge of reader interest levels, books, authors and reading genres
- Must have experience planning and delivering programs for children and adults

### *Technology*

- Must have current working knowledge of integrated library systems and common office computing technology, and be able to use online searching methods and information resources
- Must be familiar with commonplace social media platforms

### *Customer Service*

- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public

### *Other Required Skills and Abilities*

- Must be able to handle multiple competing priorities and tasks, adapt to change, 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 modern office 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.

February 2023