

Medford

Medford City Hall
85 George P. Hassett Drive
Human Resources Department, Room 204
HR: 781-475-5640 - Fax: 781-393-9489

POSITION: Part-time Information/Reference Librarian **Posted: September 6, 2024**
Open Until: September 27, 2024

DEPARTMENT: Library 610

HOURS OF WORK: Part Time up to 19 hours per week, no benefits

SALARY: Non – Union \$19/hour

BASIC FUNCTION: This position will be responsible in managing the front desk and reference desk while supporting the public for questions and concerns that may arise regarding the library's multiple resources and services.

RESPONSIBILITIES:

Information Desk

- Greets patrons as they enter the building
- Answers the telephone
- Provides directional guidance to patrons
- Assists patrons with locating materials
- Assists with holds and interlibrary loans
- Troubleshoots circulation and interlibrary loan issues with the circulation desk staff
- Provides information about library and network policies and procedures
- Books museum passes
- Books meeting room reservations
- Other tasks as necessary

Reference Desk

- Greets patrons as they enter the Reference Department
- Assists patrons with reference and research inquiries
- Assists patrons with public access computers and other equipment
- Assists patrons with locating materials
- Assists patrons with local history research
- Assists patrons with electronic resources
- Performs all other work requested by the Manager, Department Head, Mayor or designee.

EDUCATION & EXPERIENCE:

Minimum Qualifications:

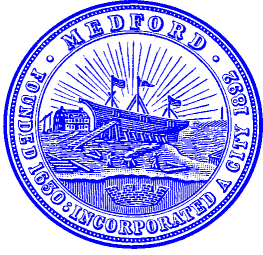
Bachelor's Degree in any field and 2 or more years of forward-facing customer service experience

Preferred Qualifications:

Master of Library and Information Science degree and 1 year of forward-facing customer service experience

KNOWLEDGE, SKILLS & LICENSES:

Knowledge: Some knowledge of clerical practices and basic library materials.



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Ability: Ability to communicate effectively and courteously. Ability to work well with a diverse general public. Ability to understand and follow written and oral instructions.

Skills: Some skill in typing and the ability to do data entry. Strong Interpersonal skills, advocacy, critical thinking, communication, active listening, time management, collaboration and cultural competence.

PHYSICAL REQUIREMENT:

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. Work is performed in a busy library environment with frequent interruptions. Work may include sitting or standing at a counter for extended periods of time. The employee may be required to move full and empty book carts, shelve and retrieve library materials and office supplies from high and low settings. The employee is frequently required to bend, reach, and move throughout the library. The employee must occasionally lift and/or move up to 40 pounds. Sufficient vision or other powers of observation are essential to permit the employee to read, sort and shelve library materials and maintain patron and cataloging records.

ADDRESS ALL COVER LETTERS AND RESUMES TO
Human Resources Department
City of Medford – Room 204
85 George P. Hassett Drive
Medford, MA 02155

Or send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, People of Color, Veterans and Persons with Disabilities are encouraged to apply.