

P/T Reference Services Technician – 20-25 hrs./wk.

The New Milford Public Library has a job opening for Part-Time Reference Services Technician who is tech savvy and customer service focused. We count on the Reference Services Technicians to be our front line connection to patrons who need assistance of all types, from digital instruction to readers' advisory and use of library resources and equipment. Patience and strong teaching skills are both necessities for this job as well as a passion for lifelong learning. Additional responsibilities include assisting with marketing and social media engagement and managing interlibrary loans.

Hours and schedules vary, but all positions include regular weekend and/or evening hours and require some flexibility in scheduling. Salary: \$18.00/hr. Bachelor's Degree required with some experience in a public library preferred OR four years of experience demonstrating practical knowledge of library functions, services, terminology, techniques, procedures, and standard tools. Fluency in Spanish a plus.

Interested and qualified candidates should send a resume and cover letter along with a completed Town of New Milford employment application by January 17th to: Greg Bollaro, Personnel Director, Town of New Milford, 10 Main Street, New Milford, CT 06776 or gbollaro@newmilford.org. Interviews will be held on a rolling schedule. For a job description and to access the employment application, go to <https://www.newmilford.org/content/3088/3126/3223.aspx>.

The Town of New Milford is an Equal Opportunity/Affirmative Action Employer (EOE/AA). Discrimination is prohibited against applicants on the basis of age, race, color, religious creed, sex, gender identity or expression, sexual orientation, marital status, national origin, ancestry, genetic information, status as a veteran, present or past history of mental disorder, or intellectual, learning, or physical disability.

NEW MILFORD PUBLIC LIBRARY

P/T REFERENCE SERVICES TECHNICIAN

JOB SUMMARY

Department:	Reference Services
Schedule:	Part-time; less than thirty (30) hours per week; Saturdays, Sundays, and evenings are required as needed on regular schedule. Additional off-schedule hours required.
Salary:	Set at beginning of fiscal year
Employment status:	Non-exempt, hourly

GENERAL STATEMENT OF DUTIES

Provides reference and information service to library patrons using a variety of print, electronic, and downloadable resources and equipment. Assists with social media, marketing, interlibrary loan, and other tasks in the Innovation & Information Services Department as assigned.

SUPERVISION RECEIVED

Works under the direction of the Reference and Technical Services Librarian. Departure from established rules and procedures is reviewed with Reference and Technical Services Librarian in advance of action.

MAJOR DUTIES

Provides information and referral service to patrons
Assists patrons with reference questions, instructs in the use of appropriate tools and techniques for finding information
Provides customer service with a goal of excellence
Assists patrons in the use of downloadable apps and resources
Provides exemplary readers' advisory (RA) services for adults
Creates RA materials and promotes RA services online, through social media, in the library, and in the community.
Assists patrons in reserving meeting and study rooms
Keeps up to date with print and electronic reference resources through ongoing review of collections
Provides instruction in the use of print and electronic reference resources
Provides digital literacy assistance
Places holds using Bibliomation
Assists patrons with interlibrary loan requests and follow-up
Updates incoming interlibrary loans in Fulfillment and maintains statistics as assigned
Assists with marketing and social media posts related to department events and for purposes of outreach and engagement of library users
Maintains monthly book displays
Individuals will be cross-trained to assist at circulation desks

MINOR DUTIES

Collects statistics
Attends meetings and workshops as required
Provides basic computer troubleshooting assistance
Assists in makerspace as assigned
Contributes to an up-to-date manual of procedures
Maintains collection of free brochures and announcements by keeping them current and well stocked
Screens collections of outdated or unused materials following established guidelines
Performs other duties as required

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

REQUIREMENTS AND QUALIFICATIONS

Knowledge and Ability: Knowledge of basic reference print and electronic resources
Knowledge of downloadable resources
Knowledge of all functions of an integrated library system
Knowledge of Windows or other graphical interface applications
Ability to maintain a professional demeanor at all times when dealing with a demanding public
Excellent communications skills
Knowledge of social media
Ability to organize and prioritize work and to follow through with little or no supervision

Ability to lift and carry documents, office equipment weighing up to 20 pounds, and books on and off site
Ability to reach 6 feet high to obtain books, materials
Ability to sit at a desk or stand and work continually for extended periods of time while performing job functions, including repetitive computer work
Ability to troubleshoot basic computer, printer and FAX problems

Education: Bachelor's Degree required with some experience in a public library preferred OR four years of experience demonstrating practical knowledge of library functions, services, terminology, techniques, procedures, and standard tools.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.

Approved by Library Board of Trustees: 2/26/2014

Revised by the Library Personnel Committee: 10/27/2021