



# Haverhill

Human Resources Department, Room 306  
Denise McClanahan, HR Director – [dmcclanahan@cityofhaverhill.com](mailto:dmcclanahan@cityofhaverhill.com)  
Sheila Pelczar, HR Technician – [spelczar@cityofhaverhill.com](mailto:spelczar@cityofhaverhill.com)  
HR: (978) 374-2357 - Benefits: (978) 374-2311 - Fax: (978) 374-2343

**JULY 12, 2017**

**JOB # 2017-024  
ROOM 306  
HUMAN RESOURCES**

**INTERNAL POSTING ONLY**

**PLEASE POST  
ANTICIPATED OPENING**

**POSITION:** LIBRARIAN I/REFERENCE AND INFORMATION SERVICES (DEPARTMENT HEAD)  
Haverhill Public Library

**HOURS OF WORK:** Full-time/40 Hours per Week  
(Flexible schedule to include nights and weekends)

**SALARY:** \$44,509 - \$52,213  
(According to Administrative/Professional salary scale)

**JOB SUMMARY:**

This position is responsible for the operation of all aspects of the Reference and Information Services Department, including staff supervision, collection development, interlibrary loan services, and budget preparation and oversight. In coordination with the Systems Administrator, the Head of Reference and Information Services plans and manages adult computer services and the introduction of new technologies and trains library visitors in the use of those technologies. This position requires current knowledge of library trends and best practices.

**SUPERVISION RECEIVED:**

Works under the supervision of the Library Director and Assistant Director.

**SUPERVISION EXERCISED:**

Supervises professional and support staff in the Reference Services Department; oversees volunteers and pages assigned to the department.

**MAJOR DUTIES AND RESPONSIBILITIES:**

Assists all library visitors in the use of the library, including general questions, research, the Internet, electronic resources, readers' advisory, and library computers and materials. Assists library staff with patron problems and conflicts as they arise.

Works with administrative staff to ensure safety and security of the public areas of the library. Hires, trains, supervises, schedules, and evaluates department staff. Actively participates in all appropriate professional meetings, including staff meetings, meetings of Department Heads, Merrimack Valley Library Consortium, and others, as designated. Plans, organizes, and leads departmental meetings. Plans and facilitates library-wide policies relating to reference and technology training. Leads collection development efforts for non-fiction print materials.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

Gathers statistics and creates reports at the request of the Library Director and Assistant Director. Conducts library tours, as needed. Assists the Teen Services Librarian and the Head of Youth Services in programming, training, and outreach to the Haverhill Schools. Relates work as assigned or necessary.



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The duties listed above are intended only as illustrations of the various types of work that the Department Head will perform. 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.

## **KNOWLEDGE, SKILLS, AND DESIRED ABILITIES:**

Knowledge of print and electronic resources. Interest in and familiarity with mobile technologies and their use in delivering services. Knowledge of library trends and best practices. Ability to meet people easily and get along well with others.

Ability to express one's self clearly, concisely, and pleasantly in the English language in person, orally, and in writing. Ability to learn new skills quickly. Ability to work with MS Office products, both for internal library use and for patron instruction. Ability to use new technologies, mobile devices, and social networking tools to communicate with library customers and colleagues.

Ability to manage situations in a busy, service-oriented environment with tact, courtesy, initiative, resourcefulness, and good judgment. Ability to work cooperatively as a team member. Ability to work independently with minimal supervision. Ability to use, or quickly learn, ILS (Symphony) and facilitate staff and public use of the ILS/catalog.

## **MINIMUM QUALIFICATIONS:**

Master of the Library Science Degree from an ALA-accredited institution. Three to five years' experience in a public library administrative position, preferable Reference Services, managing both MLS and paraprofessional staff. Demonstrated facility and experience with the internet, electronic databases, Microsoft Office products, and integrated library systems. Demonstrated facility and/or experience working with the public in a diverse urban environment. Working knowledge of Spanish or Portuguese is a plus.

Demonstrated facility and/or experience working with the public in diverse urban environment.

## **PHYSICAL REQUIREMENTS:**

Regularly required to bend, stoop, squat, and reach. Must be able to push or pull a cart of library materials, to lift objects weighing up to 50 pounds, and to use a two-step footstool. Must be able to use voice communication to answer the telephone. Must be able to stand for extended periods of time. Attendance is mandatory.

Applicants will be required to undergo a background check including CORI screening prior to appointment.

## **CLOSING DATE:**

**FRIDAY, JULY 21, 2017**

## **SUBMIT COVER LETTER, RESUME AND APPLICATION TO:**

**Denise McClanahan, Human Resources Director  
City of Haverhill  
4 Summer Street Room 306  
Haverhill, MA 01830**

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

## **APPLICATION IS AVAILABLE ONLINE AT:**

**[http://www.haverhillma.gov/departments/human\\_resources/job\\_opportunities.php](http://www.haverhillma.gov/departments/human_resources/job_opportunities.php)**

**Application can be saved and sent as attachment when applying online. Email should be sent to [hrd@cityofhaverhill.com](mailto:hrd@cityofhaverhill.com). PLEASE REFERENCE JOB # 2017-024 WHEN APPLYING ONLINE**