



# 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

**MAY 18, 2017**

**JOB # 2017-014  
ROOM 306  
HUMAN RESOURCES**

**PLEASE POST  
ANTICIPATED OPENING**

**POSITION:**

Division Head/Reference  
Haverhill Public Library

**HOURS OF WORK:**

Permanent/Full-Time/40 hours per week  
(Includes a minimum of one evening per week and every third Saturday)

**SALARY:**

\$38,327.12 - \$45,376.24 per year  
(According to contractual salary schedule) (Includes City Benefits)

**JOB SUMMARY:**

Performs all duties related to providing excellent information and reference services to library patrons. Assists patrons in the use of the library, including but not limited to, reference questions, reader's advisory, and use of equipment and materials. Instructs patrons in use of all library electronic resources, including the Internet, library databases, and online catalog. Helps maintain, organize, and present all nonfiction, periodical, and audio-visual materials in the adult collection, subject to approval by the Reference and Information Services Department Head. Will help to serve in the Special Collections room when necessary; some knowledge of archival methods is helpful. Will be asked to fill in both Circulation and Youth Service desks.

**SUPERVISION RECEIVED/EXERCISED:**

Works under the supervision of the Head of Reference and Information Services. Supervises volunteers and pages in the Reference and Information Services Department in the absence of the Department Head or Division Head. May be called upon to act as manager in charge in absence of Department Heads.

**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.

Participates in departmental meetings. In coordination with the Department Head, works to oversee and troubleshoot the computer lab. Plans and facilitates computer classes and technology training. Assists in collection development efforts for non-fiction print materials and electronic resources. Works in Special Collections, aiding public in research and performing custodial tasks; makes policy and collection development recommendations to the Department Head.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

May assist the Department Head in scheduling, planning, statistics gathering, and reporting if necessary. May participate in various outreach activities to schools and other community institutions. May be asked to assist the Assistant Director and/or Head of Reference and Information Services in planning and implementation of adult programming. Related work as assigned or necessary.

The duties listed above are intended only as illustrations of the various types of work that the Library Assistant 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.



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

Knowledge of print and electronic resources. Interest in and familiarity with mobile technologies and their use in delivering reference and information services. Knowledge of library trends and best practices, especially as they apply to reference and information services; knowledge of archival methods is a plus. Ability to use new technologies, mobile devices, and social networking tools to communicate with library customers and colleagues.

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; knowledge of Spanish is a plus. Ability to learn new skills quickly. Ability to work with MS Office products, both for internal library use and for patron instruction.

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.

## **PHYSICAL REQUIREMENTS:**

Must be able to push or pull carts full of books weighing up to seventy-five (75) pounds. Must be able to lift objects weighing up to fifty (50) pounds. Moderate amount of bending, squatting, lifting, stretching, standing, and walking; must be able 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.

## **MINIMUM QUALIFICATIONS NEEDED:**

Master of Library Science Degree from an ALA-accredited institution is required; may consider current enrollment in MLS program and applicable experience for the right candidate. 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.

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

## **CLOSING DATE:**

**FRIDAY, JUNE 2, 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 # 2017-014 WHEN APPLYING ONLINE.**