

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

JOB TITLE:	Librarian - Reference	DATE:	March 2022
DEPARTMENT:	Library	GRADE:	4
REPORTS TO:	Library Director		

DEFINITION

Responsible for directing, planning, managing, and supervising all activities and functions of the Adult Services Department in the Town library, including department scheduling, assessing, purchasing, grant and funds management, and training.

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.

- Manage the operation of the reference department, evaluate and prioritize department needs, develop, recommend and implement policies and procedures to improve operations. Investigate, recommend, and incorporate new information products and technologies into service programs to improve services; provide coverages to other library departments as needed.
- Assist with recruitment, hiring, training, scheduling, and evaluating staff and volunteers.
- Select, evaluate, catalog, promote, and maintain collections as assigned by the Director.
- Develop, schedule and conduct programs and events based upon the needs and interests of the adults in the community.
- Responsible for creating and maintaining the webpages related to reference and adult services, including electronic databases, streaming services, outreach services, volunteer inquiries, and interlibrary loan.
- Serve as the CW MARS Coordinator to the library's computer information management organization.
- Collaborate with town departments, Friends of the Library, Library Trustees, and other civic organizations in promoting and providing events; promote events and services on the library's webpage and social media accounts.
- Oversee opening and closing of the Library; may be designated Person in Charge by the Library Director.
- Research and apply for various grants and manage grant funds and programs upon award.
- Prepare various statistics and perform special research projects as requested by the Director.

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- Perform other related job duties as required.

SUPERVISION RECEIVED

Under general direction, the employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with the supervisor.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The employee provides training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor; may approve leave for a few hours or for emergencies.

JUDGMENT AND COMPLEXITY

The work consists of a variety of duties which follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

NATURE AND PURPOSE OF CONTACTS

Relationships are with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations, or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has access to some confidential and sensitive information in the performance of their duties

EDUCATION AND EXPERIENCE

Master's degree in Library and Information Sciences from accredited college or university and one to three (1-3) years of library experience, at least one of which has been in a supervisory capacity, specializing in Reference Services or a related field or any equivalent combination of education and experience required.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Comprehensive knowledge of the principles and practices of a public, professional library, including budget and personnel administration, the application of technology and internet in support of library operations, the organization and management of library operations, library

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materials and current trends in library services with knowledge and experience in automated library systems.

Abilities: Ability to exercise initiative to plan and implement library programs and services; ability to exercise considerable judgment in dealing effectively with diverse constituencies in a responsive manner; ability to resolve conflict in a calm and constructive manner; ability to prioritize tasks and make effective use of time management; ability to manage and supervise personnel effectively; ability to develop effective working relationships with department personnel, subordinates, volunteers and the general public; ability to express oneself clearly and concisely both orally and in writing; ability to multitask as well as develop both short-term and long-range objectives; ability to delegate tasks to staff and work with volunteer boards.

Skills: Management skills; organizational skills; strong oral and written communication, negotiating, analytic, and computer skills.

WORK ENVIRONMENT

The majority of work is performed in an office setting typical to a library.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills: Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes, viewing a computer monitor, and scanning book labels on shelves.