



# Town of Chelmsford

## *Job Description for Reference Specialist*

<b>Position Title</b>	<b>Reference Specialist/MLS Specialist</b>	<b>Grade Level</b>	<b>Union Tables: Specialist/Specialist with MLS</b>
<b>Department</b>	<b>Library</b>	<b>Salary Range</b>	<b>\$25.74/hr – 42.85/hr DOQ</b>
<b>Reports to</b>	<b>Head of Reference and Information Services</b>	<b>Union / FLSA</b>	<b>MFT Local 3569, Unit B</b>
<b>Work Schedule</b>	<b>17.5 hours weekly</b>	<b>Date Prepared</b>	<b>1/13/2026</b>

### **Job purpose**

Reference Specialists deliver in person reference and information services, using library software and research tools to support patrons and staff, including technology and digital literacy assistance. The role engages the community through programming and outreach, contributes to departmental and library-wide initiatives, participates in collection development and maintenance, and performs additional specialized duties as assigned.

### **KEY RESPONSIBILITIES**

- Provides friendly, courteous, and accurate reference and information services both in person and through other service channels, staffs regular shifts at the Reference Desk
- Contributes to an inviting and supportive library environment where patrons can explore, learn, and confidently seek information
- Offers patron instruction and assistance with library resources, equipment, digital resources, and technology, helping patrons build skills and access information effectively
- Participates in planning and leading library programs and engagement activities, both on- and off-site
- Assists with collection development and maintenance; creates and maintains displays
- Supports daily operations of the Reference Department, including interpreting and explaining library policies and procedures to users
- Participates in regular team communication and planning to develop and improve reference services
- Maintains current knowledge of reference tools and services including emerging technologies
- Engages in ongoing professional development and staff training
- Performs other duties as assigned

### **Qualifications**

- Master's degree in Library Science preferred. Other college degree with relevant experience considered
- At least one year of experience in a public library preferred, especially in reference or information services
- Demonstrated commitment to library and public service

### **Skills, Knowledge and Abilities**

- Strong knowledge of reference and information services best practices as well as a variety of print and online public library resources
- Adept at reference interview model of identifying and understanding patron needs and providing relevant resources or instruction in a timely manner
- Comfortable with and motivated to learn how to use technology, especially emerging technologies, to satisfy patron and library needs



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- Adept at using and understanding technology commonly used for productivity and communication
- Strong relationship-building skills with proven ability to build rapport, foster trust, and engage effectively with colleagues and members of the public at all levels
- Ability to work both independently and as part of a team, prioritize, manage multiple detailed tasks through frequent interruptions, and adapt to change
- Adept at interacting professionally and communicating effectively with colleagues, the public, and community stakeholders and resolving conflicts with diplomacy

### **Working conditions**

- Work sites include the Adams/Main Library, the MacKay branch library, and the mobile Pop-Up library, with occasional off-site assignments; assignments may require driving
- 17.5 hours weekly; work schedule will include regular evening and weekend shifts

### **Physical requirements**

- This position operates in a normal library environment and involves standing, walking, or sitting for extended periods, repetitive movements, and the ability to move between floors
- Moderate physical activity: transporting (lifting and carrying) materials in the library or for mobile services or off-site events, Pop-Up Library Truck opening/closing, stretching and bending
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position

### **Direct reports**

- This position reports to the Head of Reference and Information Services

### **Disclosure**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **EEO/AA**

It is the policy of the Town of Chelmsford not to discriminate against any employee because of age, race, color, religion, sex, marital status, sexual orientation, gender identity or expression, national origin, disability, pregnancy, veteran status or any other federally protected class.

Acknowledged by	Signature	Date Signed
Employee		
Supervisor		
Town Manager		