

### **Seeking a Head of Reference and Information Services**

The Chelmsford (MA) Public Library is looking for the right professional to lead a department of savvy, enthusiastic librarians who are excited about new trends in librarianship. We need someone organized, perceptive, well-read, and eager to recommend the right resource to the right person. Our ideal Head of Reference will have diverse library experience and enthusiasm for moving library services forward.

The successful department head will thrive on variety and challenges, be forward thinking, and enjoy building professional and public relationships. We need someone who knows how to turn ideas into action and who is motivated to follow through; not only a collaborator, but a leader. Our new Head of Reference will be ready to adapt as patron needs change, discovering and instituting new resources and approaches.

We're looking for someone who is able to shift gears at any moment: filling in at a desk, advocating for the library on the spot, or solving a glitch in tech. You should thrive on brainstorming with other staff, interacting with the public, tracking down the answer to that tough patron question, and choosing the very best online and print resources. Pitch us an exciting new program or service (and how you will lead staff to make it a reality)!

**Our Library and Community:** A fun and rewarding place to work! We have highly engaged residents and Town counterparts who support the library in visible ways. Our staff, Trustees, and Friends are excited to turn new ideas into reality, and we're not afraid to try things out. We have welcomed many vibrant new librarians in the past 4 years as other staff grew into new positions; we support professional growth and cultivate an environment of mentorship.

Please visit the Library website for the full job description.

**Salary:** \$57,591 to \$81,853 in ten steps (increases currently under Union negotiation)

**Schedule:** 37.5 hours weekly including one evening and one Saturday out of four.

#### **Education and Training:**

- Master's degree in Library Science
- Minimum of three years of experience in a public library, preferably some in a Reference Department
- Two years of supervisory experience
- Experience with website management and CMS platforms

**Closing Date:** Open until filled

#### **How to Apply**

Please send cover letter and resume to Vickie Turcotte, Assistant Director, at [vturcotte@chelmsfordlibrary.org](mailto:vturcotte@chelmsfordlibrary.org) -- we'll start reviewing resumes on January 9, 2023 and start interviewing on January 17<sup>th</sup>. This job includes health, dental and life insurance benefits and is represented by the Chelmsford Federation of Teachers, Local 3569. The Town of Chelmsford is an EEO/AA Employer. We encourage diverse candidates to apply.

**TOWN OF CHELMSFORD – POSITION DESCRIPTION**  
**Head of Reference and Information Services**

**Job Class:** Department Head  
**Date Prepared:** 03/22/2022  
**Department:** Library

**FLSA:** Non-Exempt  
**Union Status:** MFT Local 3569, Unit A  
**Wages set by Agreement (for Union)**

**Summary:**

As part of the library's management team, directs the operation of reference and patron-focused technology services at the Chelmsford Public Library.

**Essential Duties and Responsibilities:**

- **Department Oversight:** Oversees the daily operation of the Reference Department and determines and maintains the best possible organization of resources in the department. Maintains an updated procedural manual for the department. Ensures that all procedures and transactions are compliant with library policy.
- **Technology:** Is one of the designated administrators of the library website, overseeing maintenance and updates of the CMS and plug-ins, troubleshooting website issues and coordinating with the web hosting vendor. In conjunction with the Technology Manager, is responsible for planning, organizing and managing the patron technology within the library. Acts as the library's liaison with outside vendors of reference software and products, with the staff of MVLC, and works with the Town's IT Department when needed. Administers and maintains all electronic resources, and discovery platforms. Provides technical expertise, day-to-day administration, and troubleshoots issues that may arise with these tools.
- **Technology:** Works with the Technology Manager and the Director on long-range planning of information technology resources for the library. Provides leadership in identifying, evaluating, selecting and implementing appropriate new trends in library technology. Anticipates and adapts/adopts technologies in support of evolving library reference, instruction, and access services models. Stays current with developments in library and educational technologies and makes recommendations to the Library Director
- **Technology:** With the Technology Manager, supervises and schedules technology orientation and training of all personnel within the library including full- and part-time paid, and volunteer positions. With the Technology Manager, maintains up to date technology training manuals and training materials throughout the departments, including public facing instructional handouts on library applications, ILS and databases Trains staff and the public in the use of current technologies.
- **Supervisory Duties:** Supervises both librarian and specialist staff. Recommends candidates and participates in the hiring of department staff. Provides initial training and further on-the-job training as required. Evaluates performance and provides opportunity for improvement and professional development. Communicates regularly with staff to coordinate department needs. Maintains staff work schedule and submits timesheets.
- **Professional Duties:** Serves as a library liaison in consortium reference and technology/key user groups. Participates in department and staff meetings as well as library

conferences and seminars. Communicates staff suggestions and needs to Administration and suggests changes in policy. Collects and maintains relevant statistics and assists in gathering feedback from the community. Assists administration in strategic planning and goal setting.

- **Collections**: Develops, evaluates, and maintains the Reference collection including online databases and print resources in conjunction with the library's Collection Development Policy. Coordinates the adult non-fiction selection team.
- **Public Service**: Provides accurate, efficient, confidential, and friendly service to all library patrons. Maintains a welcoming and professional environment for patrons to work and study. Trains Reference staff to also give quality service.
- **Programming and Outreach**: Is part of the Programming Team led by the Head of Reader Services and Programming. As part of that team, develops educational trainings and technology programs for the public or directs reference staff to do same. Shares and coordinates planning of program and community outreach ideas with the Programming team. Maintains relationships with local schools, town departments and service organizations.
- **Readers' Advisory**: Works with the Head of Reader Services to educate and train staff in RA skills for the non-fiction collection. As part of the team led by the Head of Reader Services works on reading-related programs, as needed.
- **Performs other duties as assigned**

### **Minimum Qualifications**

Skills, Knowledge and Abilities:

- Ability to communicate effectively in writing, in person and by telephone.
- Ability to manage effectively.
- Ability to correctly identify patron or staff needs with a reference or reader's advisory interview and then to provide resources or instruction in a timely manner.
- High facility for working with computers. Comfortable learning new software independently and able to instruct others in use of computer applications.
- Highly organized and detail oriented, ability to effectively meet deadlines.

### **Education and Training:**

- Thorough knowledge of print, online reference and technology resources.
- Experience with CMS and website management
- Technology experience developing and conducting workshops for the public and staff
- Minimum of 3 years library experience in public services.
- Master's degree in library & information science from an accredited library school

### **Physical Demands:**

- Demonstrated ability to work pleasantly, professionally and effectively with the public
- Bending, stretching, lifting required
- May require standing for prolonged periods

### **Supervisory Responsibility:**

2 Reference Librarians, 1-2 Reference Specialists, Reference subs, library pages, volunteers

### **Evaluated By:**

Performance is evaluated annually by Library Director. A copy will be filed in the employee's personnel record