<table>
<tr><td colspan="2" align="center">TOWN OF CHELMSFORD – POSITION DESCRIPTION
Head of Reference and Information Services</td></tr>
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Job Class: Department Head **FLSA:** Non-Exempt
Date Prepared: 03/10/2024 **Union Status:** MFT Local 3569, Unit A
Department: Library **Wages set by Agreement (for Union)**

Summary:

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

Essential Duties and Responsibilities:

- Department Oversight: Oversees the daily operation of the Reference Department. Collects and maintains relevant statistics and assists in gathering feedback from the community. Maintains an updated procedural manual for the department and ensures that all procedures and transactions are compliant with library policy.
- Technology:
  - Works with the leadership team on long-range planning of information technology resources for the library. Provides leadership in identifying, evaluating, selecting and implementing innovative trends in library technology and information services.
  - Maintains up to date public facing instructional handouts and tutorials on library applications, ILS and databases. Instructs and assists the public in the use of current digital tools, services and devices.
  - With the Technology Manager, plans, organizes, and manages patron technology within the library. Acts as the library's liaison with outside vendors of reference software and products and with the staff of MVLC. Provides technical expertise, day-to-day administration, and troubleshoots issues that may arise with these tools.
- Supervisory Duties: Supervises librarians, specialists, pages, substitutes, and volunteers in the department. Participates in the hiring of department staff. Provides orientation and 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. 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. Administers and maintains all electronic resources, and discovery platforms. Coordinates the adult non-fiction selection team.
- Public Service: Provides accurate, efficient, confidential, and friendly service to all library patrons. Prioritizes equitable and user-friendly access to library services and

programs. Maintains a welcoming and professional environment for patrons to work and study. Trains Reference staff to perform quality service.
- <u>Programming and Outreach</u>: As a member of the Programming team, develops and coordinates trainings, programs, and outreach for the public, and directs and supports Reference staff to do the same. Develops technology instruction for the public both on- and off-site. Participates in staffing Pop-Up Library, themselves and by Reference staff. Maintains relationships with local schools, town departments and service organizations.
- <u>Readers' Advisory</u>: Works with the Head of Reader Services to educate and train staff in RA skills for the non-fiction collection.

The above are typical tasks regularly performed but additional related tasks requiring equivalent skills and responsibilities may be performed as service requirements change.

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 and digital applications.
- Highly organized and detail oriented, able to effectively meet deadlines.

Education and Training:
- Thorough knowledge of print, online reference and technology resources
- Experience with programming, including off-site
- Experience developing and conducting technology workshops
- Minimum of 3 years library experience in public services, especially reference
- Minimum of 2 years supervisory experience
- 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 or sitting 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

[signatures next page]

I have read and accept the job duties outlined above.

_____   _____
Head of Reference and Technology Resources   Date

Approved By:

_____   _____
Department Head   Date

_____   _____
Town Manager   Date