

TOWN OF CHELMSFORD – POSITION DESCRIPTION
Reference MLS Specialist

Job Class: MLS Library Specialist

FLSA: Non-Exempt

Date Prepared: 1/9/2024

Union Status: MFT Local 3569, Unit B

Department: Library

Wages set by Agreement (for Union)

Summary:

Provides direct, in-person reference and information service to the community. Thoroughly understands and uses library software and other reference resources to provide information, instruction, and effective service to patrons and staff, including technology and digital literacy support; engages with the community through service, programming and outreach; contributes to overall department and Library effectiveness; actively participates in collection development and maintenance; other specialized duties as assigned.

Essential Duties and Responsibilities:

- Assists patron exploration and learning through direct service; helps patrons find and evaluate requested information.
- Directs patrons in use of the library, library materials, reference tools & equipment, and electronic resources.
- Assists with collection development, weeding, and inventory.
- Creates and maintains library displays; contributes to other marketing efforts including social media.
- Plans and leads library programs and outreach activities.
- Keeps informed of current events and of developments in the library field; maintains current knowledge of library technology.
- Participates in reference department meetings and staff meetings; suggests changes in policy and procedure to supervisor; refers patron comments and complaints to supervisor.
- Proactively seeks opportunities to improve access to library resources and services.
- Collects data for statistical analysis and reports.
- Takes advantage of state and regional opportunities for continuing education to keep knowledge of library practices and procedures current.
- Performs other duties as assigned.

This job description does not constitute an employment agreement between the employer and employee. The above are typical tasks regularly performed, but additional related tasks of equivalent skills and responsibilities are performed as service requirements change.

Minimum Qualifications

Skills, Knowledge and Abilities:

- Ability to correctly identify patron needs with a reference interview and provide appropriate resources or instruction in a timely manner
- Strong knowledge of reference best practices and print and online public library reference resources
- High facility for working with computers. Comfortable learning new software independently and able to instruct others in the use of computers, portable technology, and applications
- Ability to use and troubleshoot office equipment such as printers, copiers, and scanners
- Highly organized and detail-oriented
- Ability to communicate effectively in writing and verbally

Education and Training:

- Master’s degree in library science preferred. College degree with equivalent education or experience considered.

Physical Demands:

- Demonstrated ability to work pleasantly, professionally and effectively with the public in person and by telephone.
- Bending, stretching, lifting required.
- May require standing for long periods.

Supervisory Responsibility:

In absence of the department head, supervises library pages and volunteers.

Evaluated By:

Performance is evaluated annually by the Head of Reference and Information Services. A copy will be filed in the employee’s personnel record.

I have read and accept the job duties outlined above.

Reference Specialist

Date

Approved By:

Department Head

Date

Town Manager

Date