



CITY OF MELROSE

Human Resources

Please send cover letter and resume to Linda C.W. Gardener, via lcwgardener@noblenet.org by June 2nd, 2022.

The City of Melrose, MA is an Equal Opportunity Employer. Diverse candidates are encouraged to apply. No Residency Requirement.

In the City of Melrose we value diversity, equity, and inclusion and believe that everyone in the community deserves excellent public services and access to resources regardless of race, gender/gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status or personal experience. We believe in the benefit of diversity which allows us to become aware of varied ways of engaging with citizens and to discover, design and deliver enriched solutions and services for our community. The City embraces and encourages all qualified candidates to apply.

Title: Technology/Reference Librarian
Department: Library
Supervisor: Library Assistant Director; Library Director
Status: Library Union Full Time – 36 Hours – Level B2,
Starting at \$25.89/hour
Schedule: 36 hours per week; regular evening and weekend hours required

Exciting professional opportunity! We are seeking a dedicated, forward-thinking individual to fill this critical professional role in our library's organization during a pivotal moment in our library's history. The library is currently in the final planning phase leading to a complete renovation of our historic building, and replacement of our addition. The Technology/Reference Librarian will assist with packing, moving to and functioning within temporary housing, moving into our wonderful new space, and acclimating to our new building. The Reference/Technology Librarian is part of the library's management team. This is a varied position that will require enjoyment of technology troubleshooting as well as direct interaction with patrons.

Summary:

The Library is a fast paced, service driven environment with ever-changing, multiple priorities and demands. Successful library staff genuinely enjoy working with the public, and have the energy, flexibility and sense of humor to excel in a hectic environment while adapting to ongoing change.

Under the general supervision of the Director or Assistant Director, the Technology/Reference Librarian has responsibility for services and outreach related to technology and reference services to the public. Performs duties with minimal supervision following established policies and procedures. Staff in this position assume responsibilities of person in charge of building, when necessary. Responsibility for judgment, thoroughness and competence is essential. This position requires the ability to maintain a positive, professional attitude and an unflappable demeanor.

General Duties (illustrative and not all inclusive):

1. Manage the library's public and staff computers. Assess current equipment, and make recommendations for replacement and enhancement. Perform regular updates, manage the public reservation system, and participate in staff training as needed. Serves as liaison to NOBLE's technology department.
2. Provide direct patron service, in all areas of Reference Department work including ready reference in person and by telephone; email reference service; and limited research requests, including local history and genealogy services. Responsible for assisting patrons and staff with technology instruction, and implementing new technologies as needed.
3. Ensures that all Reference staff are properly trained in current policy and procedure to handle reference desk issues. Resolve any matters that require a supervisor's discretion. Coordinate with the Local History/Reference Librarian and Assistant Director to ensure efficiency and maximize workflow. Participate in the hiring process for new Reference Librarians and Page staff.
4. Provides customer service including traditional reference, computer assistance and homework help with tact, courtesy, sensitivity and discretion in dealings with patrons of all ages. A strong commitment to excellent customer service and providing a welcoming environment is required.
5. Handle and resolve all reference problems with library patrons requiring supervisory action. Coordinate outgoing interlibrary loan deliveries, and facilitate all non-NOBLE interlibrary loan services including Commonwealth Catalog and mediated interlibrary loan services.
6. Revise desk procedures as needed to ensure efficiency and to enable the public to access easily any library materials either in print or online.
7. Plan and organizes topical programs relating to computers, library databases and emerging technologies for adults, in close cooperation with the Assistant Director. Programming is scheduled as budget and interest allow.
8. Responsible for setting and achieving annual department goals that support the overall annual goals of the library, in conjunction with the Local History/Reference Librarian.
9. Provide Assistant Director with information necessary for the overall day to day management of the library as a whole; works collaboratively with all professional staff to achieve maximum efficiency and excellent customer service.
10. Remains informed on current library policies and procedures, including automated circulation systems and information technology. Knowledge of print and online reference resources and consumer databases.
11. Manage assigned section of the library's circulating collections, including ordering new material and weeding dated material; responsible for maintenance of the collection through inventory, shelf reading, weeding and discarding materials. Collection development should ensure a well-rounded collection that meets the needs of the Melrose and NOBLE communities. Continual assessment is essential.
12. Maintain the library's reference collection in proper condition, selecting material for mending, binding, replacing or discarding. Maintain the serials collection in the Evergreen database; coordinate with the Technical Services department as needed.
13. Understand and implement library policies and procedures, including those related to confidentiality of patron records, in accordance with Massachusetts General Laws, Trustees of Melrose Public Library, and NOBLE policy.
14. Understands and implements practices of team building and participative management.

15. Create new and innovative opportunities for collaboration in the community, including other City departments and groups such as the Milano Senior Center. Represent the Library in City events when appropriate. Ability to be flexible in scheduling is essential.
16. Research and write grants to support innovation in reference and technology services, with the approval of the Director.
17. Collect and organize relevant department data for projections and preparation of Library budget and annual reports, as directed.
18. Attends professional seminars and conferences; implements new tools and information.
19. Fills in at the Circulation or Children's public desks and assists library assistants as needed.
20. Evening and weekend hours are required.
21. Supports the mission of the public library in all activities.
22. Provide customer service with tact, courtesy, cultural sensitivity and discretion in all dealings with customers.
23. Contribute to creating a collaborative work culture that appreciates diverse perspectives and approaches matters with flexibility and cultural relevance.

The essential functions or duties listed above 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.

Qualifications:

1. An MLS with proven experience and/or classwork in reference, public services, and supervisory experience is required.
2. Ability to exercise independent judgment and initiative.
3. A strong commitment to excellent customer service and providing a welcoming environment to all patrons is required.
4. Ability to communicate and work well in a team environment with other library departments.
5. Ability to develop and maintain excellent working relationships with any and all relevant city/local agencies.
6. Demonstrated problem-solving skills, creativity, initiative and enthusiasm.
7. Ability to maintain a high level of confidentiality with patron records is essential.
8. Excellent customer service skills, including the ability to communicate effectively, patiently and courteously with co-workers, patrons and other community members.
9. Must enjoy working with the public, including people of all ages and backgrounds.
10. Ability to focus on multiple tasks/priorities with frequent, unscheduled interruptions.
11. Ability to provide reliable attendance at work to ensure the smooth operation of a busy public desk is essential.
12. Excellent written and oral communication skills.
13. Experience with automated library systems; familiarity with open source library systems (i.e. Evergreen) a plus.
14. Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
15. The position requires adaptability, diverse perspectives and the ability to collaborate and appreciate others viewpoints.

Physical Demands:

Work is performed under typical public library conditions. Noise levels can be loud. Library materials may be musty. The employee is required to sit, stand, walk, reach, hear, feel and talk; to lift objects up to 30 pounds; stand for prolonged times and operate computers and similar electronic equipment; have close, distance, and peripheral vision, depth perception and the ability to adjust focus.