Hanson Public Library
Reference Librarian Job Description

Summary

This position is responsible for:

- Managing the Reference Department at the Hanson Public Library
- Providing informational services using print and electronic sources
- Maintaining the library's technology equipment
- Providing technical support and computer instruction to patrons and staff
- Coordinating access to information resources outside the library
- Reviewing and selecting materials for the collection
- Continuously evaluating reference materials to ensure a balanced collection
- Readers' advisory services
- Implementation of outreach services
- Other duties as required

Duties and Responsibilities

- Provides technology support and computer instruction to staff and patrons
- Manages and updates the library's website and social media accounts
- Maintains the library's electronic equipment including installing and updating hardware and software, researching equipment for purchase, coordinating with the library network and software vendors, and troubleshooting hardware and software
- Assists individuals and groups in locating and obtaining information and materials from within the library, online, or through interlibrary loan in order to answer reference questions either in person or by telephone, email, fax, or mail
- Educates patrons, presents workshops, and prepares instructional aids regarding bibliographic instruction, computers and technology, and library materials and services
- Provides readers' advisory services
- Evaluates and purchases materials, and recommends materials for removal
- Researches grant opportunities and assists the library director in writing grants
- Prepares publicity materials to promote the library's programs and services online, in print, and through local access cable television
- Plans and implements programs and special events
- Collaborates with other library staff, community agencies, schools, and local organizations to develop programs and services
- Attends workshops, conferences, and professional seminars to stay current with the latest developments and technologies in the field of library and information science
- Maintains statistics including reference questions and computer use
- Supervises volunteers
- Assists the library director in formulating goals, objectives, policies, and procedures
- Assists library staff in other departments as required including circulation desk duties
- Undertakes special projects at the request of the library director

Scope and Nature of Responsibility
Reports to the library director. Exercises considerable independence of action and judgement. Creates a welcoming library environment through a commitment to harmonious interaction with the public and with other library staff.

Knowledge, Skills, and Abilities
This is a professional position of a specialized nature requiring considerable knowledge of technology, professional practices, and procedures and techniques of library science.

- Proficiency with computers and technology including Windows, Microsoft Office, mobile devices and apps, computer networks and printers, the Internet, and online databases
- Knowledge of professional library methods, reference resources and practices
- Ability to exercise initiative and independent judgement
- Ability to instruct individuals and groups, especially regarding computers and technology
- Strong written and oral communication skills
- An enthusiastic commitment to public service
- Aptitude for dealing with the public in a professional and courteous manner
- Skill in setting priorities and managing time effectively
- Experience working independently or as part of a group
- Strong organizational and planning skills

Qualifications

- Requires a Master's Degree in Library Science from an institution accredited by the American Library Association and professional certification from the Massachusetts Board of Library Commissioners
- Must have a minimum of three years professional experience
- Demonstrated knowledge of computers and technology required
- Familiarity with Wordpress and SirsiDynix Workflows preferred