



**TOWN OF FRAMINGHAM  
MASSACHUSETTS**

**RFP# 17-083  
Date: 1/9/2017**

**NOTICE OF VACANCY  
January 9, 2017**

**POSITION:** Assistant Supervisor of Information & Research Services

**DEPARTMENT:** Library

**SALARY:** \$22.99 – 29.23/hour; \$44,840 - \$57,005 annual

**HOURS:** 37.5 hours per week, one evening and Friday/Saturday rotation required

**Organizational Scope:** Works under the direction of the Supervisor of Information and Research Services and Director of Libraries and/or the Assistant Director of Libraries. Frequent contact with the public and other Library and Town employees requires the exercise of tact, diplomacy and flexibility.

**Major Responsibilities:** Provides positive, proactive public service. Assumes responsibility for operation of Information and Research Department in the absence of Supervisor of Information and Reference services, which includes scheduling staff and resolving patron issues when necessary. Communicates Library services and policies to patrons where appropriate. Assists with the selection of reference materials and expenditures of reference budget for materials and services. Provides expert guidance, using print and automated resources, to patrons requesting information, thereby promoting increased use of library resources. Complements the Supervisor of Community and Outreach Services and Adult Programming Committee's arts and enrichment programming with planning and executing adult instructional programming focused on technology and skill-building. Acts as Library's Webmaster, managing and facilitating daily updates to the site and assisting and conducting training for site updaters when necessary. Works with Social Media and Website Committee to recommend featured content and updates to the site. Stays current with developing technology as related to reference services. Troubleshoots library's technology equipment. Works with Technology Supervisor where appropriate. Participates in Minuteman Library Network or other committees. Assists in selection of library materials for adult users as part of the collection development system. Works with Supervisor of Collection Development where appropriate. May provides tours and instructional sessions. Maintains the confidentiality of patron records per Mass. General Laws. Prepares monthly reports and statistical reports for the Supervisor of Information and Research Services as needed. Participates in working groups as assigned, including but not limited to: eResources team, Collections, Programs or Marketing teams. Updates, retrieves and interprets data in the library's systems. May generate custom reports to facilitate maintenance of library collections. Collaborates with Data Collection Team where appropriate. May prepare and lead book discussions. May create displays. Supervises special projects and performs other duties as assigned.

**Job Qualifications:**

- Master's degree in Library Science
- Minimum one year public service experience
- Experience in an automated library, including work in reference

- One year supervisory experience preferred
- Strong supervisory skills, strong organizational skills, strong public service skills and orientation
- Ability to work under pressure
- Computer skills
- Tact, diplomacy, flexibility
- Familiarity with Spanish or Portuguese desirable

**Physical Requirements:** Must be capable of operating miscellaneous tools and office equipment relative to this position which shall include, but may not be limited to: computers, copiers, fax machines, ipads, tablets or other technology as added to the Library. Ability to move around the facility, walking, sitting, bending, climbing, kneeling, carrying and stooping; Ability to use hand and finger motion with enough manual dexterity to use computers and handle library items; Lift up to 25 pounds, or greater with assistance; and perform other efforts as identified with normal library work. Communicate effectively with others, orally and in writing.

**Work Environment:** Work is performed primarily in an office environment with normal office noise and traffic.

**Please visit our website:**

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

**The Town of Framingham is an Affirmative Action Equal Opportunity Employer.**