



Job Title	Library Reference Supervisor
Department	Free Public Library
Employment Status	Full-time
FLSA Status	Exempt

Scope of Work

Under the direction of the Assistant Director of Public Library, the Library Reference Supervisor will plan, direct, and evaluate the library reference/information services at the Needham Free Public Library.

Supervision

Received	Assistant Director of Public Library
Exercised	Supervise approximately 4 full-time and 5 part-time employees. Responsible for the general operation of the library on scheduled evenings and Saturdays and in the absence of the Director and Assistant Director.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Direct and schedule the activities of the library's reference/information services including scheduling of staff, operating procedures, and planning and assigning special projects to reference staff.
- Lead the creation of a robust and relevant offering of library programming including but not limited to library technology, art, history, culture, etc.
- Proactively ensure that library reference collections, services, and programming are welcoming, inclusive, and affirming for all patrons.
- Provide input to the Director on library plans, services, budgets, utilization of personnel, etc.
- Assist in developing and implementing departmental and library policies and procedures.
- Advise and assist patrons in selecting, locating, and utilizing library resource materials through knowledge of print materials, the catalog, electronic databases, and other related resources.
- Lead department in keeping abreast of current and emerging trends, promoting professional development opportunities for staff to pursue.
- In creating a welcoming environment, when necessary, conduct tours and general library orientation for patrons.
- Lead team in designing and creating informational materials for internal and external audiences about the use of library resources; communicating these resources via print, social media, and other media platforms.

- Engage with local media to promote the services of the Reference Department as needed.
- Coordinate with Technical Services Supervisor and allocated budget to oversee selection and purchasing for the Young Adult and Adult Departments. Evaluate reference collection continuously for currency and accuracy of information.
- Participate in the evaluation and hiring of reference staff.
- Support in troubleshooting library technology when necessary.
- Direct staff in inter-library loan procedures, as needed.
- Attend professional meetings, seminars, and continuing educational opportunities to keep current on library and reference developments.

Other Job Functions

- Performs related duties as assigned.
- Follow safe work practices.

Requirements of Work

- Completion of graduate coursework equal to a Master's Degree or higher in Library and Information Science.
- Between four (4) to six (6) years of experience working in a library setting.
- Supervisory experience highly preferred.

Knowledge of	• General library policies, procedures, best practices, and programming. • Current trends in library and information science field.
Ability to	• Effectively manage scheduling for department, adapting to everchanging circumstances and staff availability given holidays, vacations, sick time, etc. • Plan strategic programming for the department. • Delegate special projects and program creation to reference staff. • Create and maintain an inclusive and affirming environment for patrons and staff. • Adapt and apply new technologies as required.
Skill in	• Oral and written communications with internal and external stakeholders including patrons of all ages, Library staff, other Town employees, and on occasion, media. • Public speaking and presenting to internal and external audiences. • Creating informational materials that speak to library resources for internal and external audiences. • Strong general computer skills, including software (email, office applications such as word processing, spreadsheets, etc.), social media, and using a library automated system.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Normal office environment with high public traffic volume, not subject to extremes in

temperature, noise, odors, etc.

- Frequent interruptions to assist patrons and staff members.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc. up to and including 50 pounds.
- Occasional travel by personal vehicle to nearby towns.
- Frequent standing, walking, bending, reaching, pushing book carts, and climbing stairs.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer