

**NOTICE OF VACANCY  
September 10, 2020**

**POSITION:** Information and Research Services Specialist/Branch, L-10

**DEPARTMENT:** Library

**SALARY RANGE:** \$24.55 - \$33.51 hourly

**HOURS:** 20 hours/week; 2 nights per week, Alternating Fridays and Saturdays

**Position Purpose:**

- Serves as a dynamic member of the Information and Research Services Department for the Framingham Public Library, the premier resource for free inquiry, creative enrichment, and lifelong learning.
- Promotes and provides exemplary customer service to a vibrant, multi-cultural population in the city of Framingham.
- Exemplifies innovation, flexibility, collegiality and enthusiasm for all aspects of library customer service.

**Essential Functions:**

*(The essential functions or duties listed below 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.)*

- Has a broad array of responsibilities providing Information and Research Experience Services for the McAuliffe Branch Library, and plans for and provides a warm, welcoming and accessible patron experience for all library users.
- Provides expert guidance, using print and electronic resources, to patrons requesting information, thereby promoting increased use of library resources. Assists patrons in borrowing and using all library materials and accessing digital resources. Gives directional information. Provides information on library policies and procedures. Contributes to refinement of library policies and procedures as required.
- Promotes and supports a culture of collaboration and best practices among all library staff. Actively contributes to the development of the Library Long Term Strategic Plan and the achievement of its goals and activities.
- Promotes and provides exemplary customer service to staff and public.
- May perform a variety of circulation duties including patron registration, checking in and out of library materials, collecting overdue fines and placing reserves. Maintains confidentiality of patron records per library policy and Mass General Laws.
- Works with supervisors to develop specific sections of the collection and performs other collection development duties as assigned.
- May prepare and lead book discussions.
- Refers patron issues to Library Administration as necessary.

- Creates attractive displays to showcase and highlight library materials for the public in all formats.
- Troubleshoots library's automated equipment as needed.
- Views change as a welcome opportunity to review, assess and analyze library services. Freely shares innovation, cost efficiencies and improvement suggestions with Library Administration.
- Is pro-active in bringing emerging technologies and visions for improvement and implementation of information and research services to the public.
- Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration.
- Participates on Library committees and working groups as directed.
- Keeps up to date on library innovations and trends in information and research services through professional journals, professional development and networking.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps Library Administration informed of any problematic situation.
- Follows safe work practices.
- Performs related duties as assigned.

**Supervision:**

**Supervision Received:** Head of Branch Experience – Head of Information and Research Services

**Supervision Given:** None

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

- MLS from an ALA accredited program preferred. One year public service experience and completion of a course in library reference methodology or any equivalent combination of education and experience.
- Familiarity with Spanish or Portuguese desirable

**Knowledge, Ability and Skill:**

**Knowledge:** Integrated Library Systems (ILS), Innovative Sierra preferred. Library automation and technologies. Computers. Customer service.

**Ability:**

- To work under pressure.
- Exhibit humor, tact, flexibility, and initiative.
- To learn new software and hardware quickly. Embrace change and contribute to the overall mission of the library.

**Skill:** Writing and Organizational skills.

**Physical Requirements:**

*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.*

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 40 pounds.

**Please visit our website:**

**[www.framinghamma.gov/jobs](http://www.framinghamma.gov/jobs)**

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