

Job Posting

Reference Specialist – Part-Time

The Chelmsford (MA) Public Library is looking for the right professional to join a department of savvy, enthusiastic librarians who are excited about supporting the information, technology, and lifelong learning needs of our patrons. Our ideal Reference Specialist will be dedicated to public service and community education and will thrive on interacting with the public and providing exceptional customer service.

We're looking for someone who is able to shift gears smoothly and prioritize patron needs. We want to see experience in providing reference services in person, on the phone, and through live chat and email. Our reference specialists assist our patrons with print and online resources, use of public computers and scanning/copying/printing/fax services, and study and meeting spaces. This colleague supports patrons and staff using digital platforms for reading, reader's advisory and reference on a variety of devices and computers.

You'll be part of non-fiction collection development and involved in making library programs and outreach – especially for seniors - happen. Familiar with genealogy? This person will also support programs for our local Genealogy group.

The ideal candidate will demonstrate top-notch reference and customer service skills and be comfortable with a variety of web applications and social media. They will have solid technology skills, including competency with mobile platforms, and a strong desire to share these skills with the public.

Salary: \$28.41 per hr - \$41.60 per hr in 10 steps based on Union contract. Not eligible for healthcare benefits.

Schedule: 19 hours per week in the library, including two Saturdays each month and one evening per week.

Qualifications:

- MLS/MLIS or MLS/MLIS candidate, or an equivalent combination of education and experience; coursework and/or experience in reference services desired.
- Working knowledge of a variety of non-fiction literature and working knowledge of a variety of non-fiction literature, library databases, and quality information resources on the open web.
- Experience or interest in supporting digital literacy for our community.

How to Apply: Please send cover letter and resume by September 20th to Jianna Christopher, Head of Reference, at jchristopher@chelmsfordlibrary.org. The Town of Chelmsford is an EEO/AA Employer. We encourage candidates of diverse backgrounds and abilities to apply.