

## **REFERENCE AND TECHNICAL SERVICES LIBRARIAN**

The New Milford Public Library is offering a supervisory opportunity for a Reference and Technical Services Librarian. We are close to completing our beautifully remodeled library, located on the Town green in an active business center. With a population just over 28,000, New Milford prides itself in its robust farmer's market and frequent Town-wide events.

The successful candidate will have a well-versed understanding of the principles and practices of public library services and be committed to bridging the digital divide. Members of our leadership team are required to have strong verbal and written communication skills, be committed to building community partnerships, and be dedicated to providing exceptional customer service. In addition to running the Reference and Technical Services Department, the person in this position is responsible for developing and promoting digital programming and for maintaining the library's web page.

Qualified applicants must have a graduate degree in Library Science from an ALA accredited school or equivalent experience with three to five years of supervisory experience preferred.

Salary range: \$60,000-\$66,000, depending on experience, with a comprehensive Town benefits package. Regular evenings and weekends required.

Interested and qualified candidates should send a resume and cover letter along with a completed Town of New Milford employment application by January 9<sup>th</sup>. to: Greg Bollaro, Personnel Director, Town of New Milford, 10 Main Street, New Milford, CT 06776 or [gbollaro@newmilford.org](mailto:gbollaro@newmilford.org). Interviews will be held on a rolling schedule. For a complete job description and to access the employment application, go to <https://newmilford.org/content/3088/3126/3223.aspx>.

The Town of New Milford is an Equal Opportunity/Affirmative Action Employer (EOE/AA). Discrimination is prohibited against applicants on the basis of age, race, color, religious creed, sex, gender identity or expression, sexual orientation, marital status, national origin, ancestry, genetic information, status as a veteran, present or past history of mental disorder, or intellectual, learning, or physical disability.

## **NEW MILFORD PUBLIC LIBRARY**

### **REFERENCE AND TECHNICAL SERVICES LIBRARIAN**

#### **JOB SUMMARY**

Department: Library Administration, Reference and Technical Services

Schedule: Full time position, includes evening and weekend hours

Employment status: Exempt, salaried department supervisor

#### **GENERAL STATEMENT OF DUTIES**

- Manages the adult reference and technical services department.
- Oversees the promotion and provision of resources to meet a broad range of informational needs.
- Oversees digital literacy programming and promotion of digital literacy in the community.

#### **SUPERVISION RECEIVED**

- Works under the direction of the Library Director

### SUPERVISION EXERCISED

- Selects, trains, evaluates, and supervises Reference and Technical Services staff
- In the absence of the Director, is responsible for the operation of the library as provided in the table of organization

### ESSENTIAL DUTIES

- Supervises all reference, digital services, and technical services activities and services.
- Hires, trains, schedules, and evaluates reference and technical services staff.
- Assists on the reference desk.
- Creates and maintains staff training and procedures manual for reference and technical services.
- Works in conjunction with Bibliomation to carry out in-house technical support of integrated library systems.
- Assists patrons with use of the library computers, apps, and other hardware.
- Manages and assists in the provision of programs and one-on-one instruction both on and off-site to address the digital divide.
- Develops partnerships and cooperative services with town departments and community organizations to promote the library's makerspace and digital literacy services.
- Coordinates with the Public Services Librarian to promote readers' advisory services.
- Prepares promotional materials for reference services.
- In coordination with the Director, researches and selects corporate and foundation grant sources.
- Develops partnerships and cooperative services with Town departments and community organizations to promote the library's reference services.
- Resolves minor computer and equipment problems and seeks the assistance of Bibliomation and Town IT Department as needed.
- Selects and maintains library collections as assigned by the Director.
- Responsible for associated budgets.
- Assesses and selects database services and adds new services to the website.
- Works with software vendors to manage electronic resources.
- Responsible for maintaining the library website content.
- Instructs patrons and staff in the use of new technology and online services to meet their informational needs.
- Oversees the maintenance of library social media platforms
- Prepares monthly library newsletter with input from all departments.
- Develops and coordinates Library of Things.
- Manages interlibrary loan.
- In conjunction with the Director, manages online meeting and study room requests
- Manages customer service issues at the reference desk
- Participates in appropriate professional activities.
- Performs other duties as appropriate and required.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

### REQUIREMENTS AND QUALIFICATIONS

Knowledge and Ability: Strong leadership skills  
Exceptional digital literacy skills  
Ability to self-educate in the use of new digital services  
Ability to teach people of varying abilities and ages  
Familiarity with library automation systems

Strong problem solving, instructional, and leadership skills  
Ability to deal with varied and demanding public  
Ability to work well in a team environment and independently  
Dedication to exemplary customer service  
Strong organizational abilities

Experience:

Experience teaching digital technologies  
Experience working in a public library environment  
Three to five years supervisory experience preferred  
Fluency in Spanish and/or Portuguese a plus

Education

Graduate degree in Library Science from and ALA accredited school or equivalent experience

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.