

Thomas Crane Public Library
40 Washington Street, Quincy MA 02169

JOB POSTING

7/10/2025

Reference Coordinator

Full-Time / 35 hours per week

Professional Librarian V, Range 3

Salary: \$77,416 - \$89,703 annually

Duties:

The Reference Coordinator manages information and reference services to meet community needs; develops and manages a dynamic and responsive outreach program; and assists with adult program development. Supervises the work of Adult/Teen Services Librarians, and oversees scheduling and work assignments of all staff, interns and volunteers engaged in information, outreach or technology service activities.

Requirements:

*The following qualifications are **required** to be considered a qualified applicant for this position:*

- Must have an M.L.S. from an ALA-accredited library school and a demonstrated commitment to continuing professional education
- Must have a minimum five (5) years of library experience required, to include at least three (3) years of professional public library experience providing information services to the general public
- Must have a minimum five (5) years of experience supervising and mentoring others required

Schedule:

Full-time schedule of 35 hours per week, to include at least two evenings per week and two Saturdays per month.

Full job requirements and description attached.

To Apply:

Send a current resume and cover letter to jobs@quincylib.org

Closing Date:

Open until filled with applications to be considered on a rolling basis.

Thomas Crane Public Library

Reference Coordinator

General Statement of Duties

The Reference Coordinator manages information and reference services to meet community needs; develops and manages a dynamic and responsive outreach program; and assists with adult program development.

Supervision Received

Works under the supervision of the Executive Director.

Supervision Given

Provides supervision to the Adult/Young Adult Services Librarians and Library Assistants performing information, technology assistance, and outreach services; Supervises any staff, volunteers and/or interns assigned to information or outreach services. Serves as Person in Charge as needed.

Principal Duties

Information Services

- Provides a full range of information services to the public, including reference, readers/media advisory, and other public services as needed, in person at public service desks, by phone and online, while ensuring that each library user receives the highest possible standard of customer service
- Teaches customers how to use commonplace digital resources, services and devices
- Promotes discovery of information resources and services via physical and virtual displays, book talks, pathfinders and related activities
- Refers customers to supplemental resources both within and outside the library
- Evaluates and adapts information services to achieve optimal effectiveness, applying innovative solutions to meet changing community needs
- Oversees the atmosphere, usability and maintenance of the second floor of the Main Library, including collection merchandising
- Oversees the evaluation, selection, and deselection of reference/research collections, including print, non-print and digital information sources
- Participates in the development and maintenance of content for social media platforms and the library website
- Assists the Collection Development Librarian with collection management and assessment activities, including deselection of circulating adult/teen materials

Outreach & Programming

- Develops and manages outreach strategies; Plans, coordinates and delivers outreach activities to adult and multi-age audiences in collaboration with other library departments/branches
- Leads the development and delivery of selected programs for adults, including programs focused on promoting library resources and cultural/literary exploration, and programs that provide

- opportunities for residents to interact with each other and build community
- Coordinates and conducts group visits and tours of the Main Library, except for exclusive tours of the Children's Room
- Participates in civic organizations and community activities, building partnerships and representing the library to the community
- Measures and evaluates outreach and programming activities to ensure relevancy and effectiveness

Supervising and Leadership Support

- Supervises the work of Adult/Teen Services Librarians, and oversees scheduling and work assignments of all staff, interns and volunteers engaged in information, outreach or technology service activities; Monitors workload of information services staff and ensures completion of tasks
- Conducts staff meetings and communicates regularly and effectively with information services staff
- Participates in the interviewing, selection, and appraisal of information services staff
- Conducts general orientation and information services training for all new employees
- Fosters a cooperative work environment, and ensures that employees provide the highest quality assistance to library users
- Compiles and analyzes statistical information and prepares regular written reports
- Monitors patron behavior and conduct, ensuring the safety of staff and the public and maintaining an appropriate atmosphere and discipline
- Personally handles problems and patron complaints and provides assistance to staff handling difficult situations
- Develops, interprets and implements policies and procedures related to information and outreach services
- Assumes a leadership role to address emergency situations, as required
- Serves as a liaison between staff, supervisors, administrators, the public, and outside organizations regarding information and outreach services
- Collaborates with other library supervisors and departments on projects/activities that affect information and outreach services
- Serves as a member of the Library's leadership team

Training & Staff Development

- Analyzes staff training needs regarding information and outreach services; prepares and maintains documentation and training tools
- Maintains an area of expertise in information services; Keeps current with knowledge and trends related to adult programming and outreach
- Keeps informed of new and emerging technologies, and public library service trends and innovations
- Participates in library teams, committees and trainings in support of library strategic initiatives
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees

Other Duties

- Provides backup to other related positions as needed, including direct circulation and technology assistance to the public
- Assists with responsibilities related to technology functions and equipment
- Works to ensure that institutional diversity, equity and inclusion goals are met through active acquisition, display, and promotion of materials and programs that reflect the Quincy community
- Performs related duties as assigned

Qualifications:

Education

- Must have an M.L.S. from an ALA-accredited library school and a demonstrated commitment to continuing professional education

Information, Outreach & Programming Services

- Minimum five years of library experience required, to include three years of professional public library experience providing information services to the general public
- Must have broad knowledge of the principles and practices of public library work, and extensive knowledge of the methods and practices of information and reference services; and readers/media advisory services, including knowledge of reader interest levels, books, authors and reading genres
- Must have knowledge of general and specialized research tools and techniques
- Must be able to answer, or provide appropriate referrals in response to, specialized and general reference questions
- Must have experience conceiving, planning, promoting, delivering and evaluating programs for adults
- Must have experience establishing and maintaining successful collaborative relationships with outside (non-library) organizations and agencies
- Demonstrated ability to analyze complex issues, successfully manage projects, identify workflow inefficiencies, and develop/implement systems and procedures to improve efficiency and provide better service
- Excellent analytic and creative problem-solving skills with a commitment to data-informed decision making

Technology

- Must have current working knowledge of integrated library systems and common office computing technology, and be able to use online searching methods and information resources
- Must be familiar with commonplace social media platforms
- Must have basic knowledge of HTML/XML; familiarity with website content management systems desirable

Customer Service

- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public

Supervisory, Communication and Interpersonal Skills

- Minimum five years of experience supervising and mentoring others required
- Demonstrated leadership abilities, including initiative, creativity, and flexibility
- Must have the ability to act as a team leader, recognize and set priorities, plan short- and long-term objectives, and assign tasks and follow up to ensure quality and completeness of work
- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and listen to, understand and interpret the concerns of others
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems
- Must be able to establish and maintain effective collaborative partnerships with outside agencies, organizations and individuals
- Experience in public speaking and formal writing skills are required; fluency in a foreign language (particularly Chinese) highly desired
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone

Other Required Skills and Abilities

- Must be flexible, able to handle multiple competing priorities and tasks, adaptable to change, and able to work effectively and meet deadlines in a fast-paced and rapidly changing environment
- Must be able to work independently and to exercise initiative and good judgment in the performance of duties
- Must be able to accurately carry out complex procedures and pay close attention to detail

Physical Demands and Work Environment

Physical Demands:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 50 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.