

## REFERENCE MANAGER

### Job Description

#### Library Introduction

The Haverford Township Free Library (HTFL) is located in Haverford Township, which is the 5<sup>th</sup> largest township in the Commonwealth of Pennsylvania in the outskirts of Philadelphia. Our friendly and professional staff is dedicated to providing stellar customer service and informational resources to all people. HTFL is one of the largest of the 28 Delaware County Libraries (DCL). HTFL is a vital and active leader within the library community.

#### Position Definition

The Reference Manager is responsible for the leadership, direction, management and administration of our highly qualified and energetic reference department. This includes, but is not limited to, resource acquisition, programs, and services to meet the needs of the community in accordance with the Library's mission, vision, strategic plan, goals and objectives. This individual is also responsible for implementing, overseeing, maintaining and evaluating all technology and computer-based activities for the Library. This includes, but is not limited to internal/external informational technology (IT), computers, printers, e-readers, Roku, hotspots, makerspace technologies, and website/social media content and hosting. This position requires a schedule which would include day, evening and weekend hours.

#### Qualifications

- MLIS (Masters in Library & Information Science) from ALA accredited school.
- Experience in library management including collection development and all aspects of a busy reference department.
- Exceptional **expertise** in all areas of electronic and digital materials with the ability to adapt to new developments in the digital world with ease.
- Knowledge of current and progressive trends in reference and library services.
- Ability to work well with people of all ages, races, genders, ethnicity, socio-economic status, etc.
- Ability to think creatively and find solutions outside the box with given projects.
- Ability to establish and maintain effective working relationships with all HTFL staff and departments.
- Exceptional organizational skills.
- Ability to assume multiple responsibilities with competence.

## **Primary Responsibilities**

### Management

- Manages multidisciplinary programs for Information Services in a manner that is consistent with the Library's goals and objectives.
- Supervises reference staff and maintains staff schedules.
- Acts as building supervisor of the Library on required evenings and weekends as well as coverage on reference desk shifts.
- Handles sensitive situations professionally and as required by the Library's policies.
- Assists in creating a welcoming space for all in the library setting.

### Collections

- Assumes diverse collection development responsibilities, both print and digital.
- Educates and assists patrons in the selection and use of library materials and technology.
- Prepares reading lists and organizes diverse displays.

### Programs

- Participates in short-term and long-term planning for reference and adult services programs, and assessment of library services.
- Designs and develops weekly, monthly, quarterly and annual educational, civic, cultural, and technology programs, and initiatives for the community.
- Proactively participates in all major library programs.
- Assists in the promotion of the Library through outreach services and events as requested.

### Membership, Continuing Education and Meetings

- Participation in professional library organizations.
- Active membership on multiple library committees.
- Attend HTFL staff and other appropriate DCL reference and/or adult services staff meetings.
- Attend and encourage reference staff to participate in continuing education workshops, conferences and webinars.

### Reporting

- Ability to deliver concise and professional reports of library services both orally and in written format; including writing monthly Reference Manager and statistical reports.

### Funding and Special Projects

- Willingness and ability to take on special projects as assigned, including assistance in securing funding, grant writing, future capital campaigns and training of personnel.

### Additional Duties

- Works at the reference desk to assist staff and library patrons. Answers reference desk phone and completes miscellaneous duties as they arise both at the desk and on the floor.
- Provides in-house, telephone and/or remote reference services to the public and member Delaware County Libraries.
- Monitors reference e-mail accounts.
- Follows through with bookings/returns of specialized materials.
- Completes Access PA requests and assists with public computers as needed.
- Provides assistance in other departments as directed.

### Technological Responsibilities

- Notable understanding of computer technology and use of computers in library services.
- Knowledge of Sierra ILS is a plus, but not required.
- Exceptional expertise with electronic and digital materials is required, and ability to adapt to new developments in the digital world.
- Provides training and instruction to library staff and public on the use of online catalog, databases, Microsoft programs and use of digital devices/media.
- Lead the library in researching, identifying, evaluating, and adopting emergent technology products and solutions which can improve library user's experience, and/or optimize use of library service and resources.
- Develop, coordinate, train and implement use of current and new technologies that facilitate Library use and information access for staff and library users.
- Previous experience working in a Makerspace serving all ages.
- Excellent knowledge of Microsoft Office programs especially Word, Excel, PowerPoint & Publisher.
- Takes the lead role in making the Library a technological hub.
- Adopts new and emerging technologies, as well as encourages integration of innovative technology throughout the library.
- Operate and troubleshoot a variety of standard office machines.

### Other Requirements

- Ability to operate computer equipment and keyboards with ease.
- Able to sit, stand or move for extended periods of time, plus shelving that may require ability to stoop and reach in a confined area.
- Ability to move cart of books weighing up to 50 lbs.
- Requires both criminal background and child abuse clearances.

**Wages/Salary**

Salary range for this position is \$50,000 - \$60,000, depending upon qualifications and experience. HTFL provides excellent benefits that include health, dental and vision insurance along with retirement benefits.

**Application Process**

Please submit a letter of intent, resume, and the name, title, and contact information of five professional references to the attention of Julie Schultz at [jobs@haverfordlibrary.org](mailto:jobs@haverfordlibrary.org) by the closing date February 27, 2025.