



TOWN OF HOPKINTON JOB DESCRIPTION

Title: Adult Services Librarian	
Department: Library	Grade: 8
Reports to: Reference and Technology Supervisor	FLSA Status: Non-Exempt
Effective Date: 7/2023; Rev 9/2026	Union Status: Non-Represented

Summary

The Adult Services Librarian, under the direction of the Reference and Technology Supervisor, provides professional library services with a focus on meeting the information, research, reading, and lifelong learning needs of adults in the community. The position provides reference and readers' advisory services; develops and delivers programs; contributes to the development and maintenance of the Library's adult collections; supports access to technology and digital resources; and participates in community outreach and engagement.

The Adult Services Librarian works collaboratively with Library staff, Town departments, community organizations, library networks, and other partners to connect patrons with information, resources, programs, and services. The position requires strong customer service, communication, technology, and research skills; sound professional judgment; initiative; and the ability to work independently while functioning as part of a collaborative Library team.

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.

Provides professional reference and readers' advisory services to patrons; responds to information and research requests, including complex questions, and assists patrons in identifying, locating, and evaluating appropriate resources. Assists patrons in using Library resources, databases, technology, and other information tools.

Plans, develops, and implements programs, presentations, displays, and special exhibits for adults and the general public. Coordinates with presenters and community partners; promotes programs through appropriate Library, community, and media channels; and supports program logistics from planning through completion.

Contributes to the development, assessment, and maintenance of the Library's adult collections. Selects and orders materials for assigned areas; evaluates collections and recommends materials for withdrawal; and works with the Reference and Technology Supervisor and other staff to maintain relevant, responsive, and well-balanced collections in a variety of formats.

Maintains, curates, and organizes the Library's local history room and archives and assists patrons in accessing and using local history resources.



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Supports patrons in the use of Library technology and digital resources and provides instruction in the use of Library services and resources to patrons and community groups.

Evaluates Adult Services needs and identifies opportunities to improve programs, resources, procedures, and technology. Works collaboratively with the Reference and Technology Supervisor and other Library staff to develop and implement procedures and practices that support effective Library operations and services.

Builds and maintains relationships with community and civic organizations and other partners; promotes Library programs and services within the community; develops outreach and promotional materials; and provides off-site Library services and outreach.

Responds professionally to patron questions, concerns, and requests and applies Library policies fairly and consistently. Exercises sound judgment in addressing routine situations and refers matters requiring supervisory assistance or interpretation to the appropriate supervisor.

May coordinate and provide direction to volunteers supporting Adult Services programs, projects, and activities, as assigned.

Provides support to the Library Director and Reference and Technology Supervisor on projects and administrative responsibilities related to Adult Services, including reports, correspondence, statistics, and other departmental needs as assigned.

Works collaboratively with Library staff and contributes to the effective operation of the Library, including providing public service coverage and supporting Library-wide programs, initiatives, and services.

Performs similar or related work as required, directed, or as the situation dictates.

Supervision Received and Exercised

Works under the general direction of the Reference and Technology Supervisor. Performs professional duties with considerable independence and exercises sound judgment and initiative in providing Library services, applying established policies and procedures, and carrying out assigned responsibilities. Consults with the supervisor when interpretation of policy or procedure is needed or when circumstances require supervisory involvement.

This position does not regularly supervise Library staff. May provide guidance, training, or direction to staff and volunteers in connection with assigned programs, projects, resources, or areas of professional expertise.



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Qualifications

Education, Training and Experience

Master's Degree in Library and Information Science from an ALA-accredited program and one (1) to three (3) years of progressively responsible library experience; or an equivalent combination of education, training, and experience.

Knowledge, Skills and Abilities

Thorough knowledge of public library principles, practices, services, policies, and procedures, including reference and readers' advisory services, collection development, information resources, and customer service practices. Knowledge of integrated library systems, online research tools, databases, digital resources, and other library-related technologies.

Strong research and information-literacy skills, including the ability to identify, evaluate, and use appropriate print and electronic resources. Ability to learn and adapt to new technologies and to assist patrons with computers, digital resources, Library equipment, and other technology.

Ability to communicate effectively, professionally, and respectfully, both orally and in writing, with patrons, colleagues, community organizations, public officials, vendors, and other audiences. Ability to provide excellent customer service and respond effectively to a wide variety of patron needs and situations.

Ability to exercise sound professional judgment and initiative; work independently within established policies and procedures; manage multiple responsibilities; establish priorities; meet deadlines; and maintain accurate and detailed records.

Ability to work cooperatively and collaboratively as part of a Library team and to contribute to shared programs, services, projects, and organizational priorities.

Job Environment

Work is performed primarily in a public library environment and is subject to frequent interruptions and changing service needs. The position requires regular interaction with patrons, Library staff, Town departments, community and educational organizations, vendors, and technology support providers. Communication occurs in person, by telephone, electronically, and in writing and may involve responding to a wide variety of information, service, and technology needs.

The employee regularly uses computers, standard office and Library equipment, automated library systems, databases, digital resources, and other technology in the performance of duties.

The regular work schedule includes evening and weekend hours. Attendance at meetings, programs, training, community events, or other activities outside the Library may be required.

The employee has access to confidential patron information and records and is expected to maintain confidentiality in accordance with applicable laws, policies, and professional standards. Errors in judgment or performance may affect Library services, patron experience, or public confidence in the Library.



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Physical Requirements

The physical demands described 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.

Employee is regularly required to walk, stand, sit, speak, and hear; use hands to manipulate, handle, feel, or operate objects, tools, or controls; and reach with hands and arms in performing routine Library and office tasks.

The position may require stooping and bending and lifting or moving materials and objects weighing up to 40 pounds. Duties require the ability to read documents, use a computer and other Library equipment, and communicate effectively in person and through other customary forms of communication. Regular attendance at the work location is required.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Equal Opportunity/Americans with Disabilities Act Employer