



Position Vacancy

RFP #25-063-1

Position: Head of Branch Experience, L-16
Department: Library
Salary Range: LI16: \$70,405.40 – \$96,104.84
Schedule: 37.5 hours/week, 2 evenings per week, alternating Fridays/Saturdays

This position is covered by the [Collective Bargaining Agreement](#) between the City of Framingham and SEIU, Local 888 Framingham Public Library Union.

The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled. Priority will be given to those who apply within the first 21 days.
- The Framingham Public Library Main Branch is located at 49 Lexington Street, 01702, in downtown Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The McAuliffe Branch Library is located at 746 Water Street, Framingham MA 01701.
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.

The Framingham Public Library, a recognized leader in collaborative programming, seeks an innovative and energetic Head of Branch Experience to lead our McAuliffe Branch. Located 20 miles west of Boston, our library system includes a 53,000 sq. ft. Main Library, a 17,000 sq. ft. branch, and a Bookmobile. This role is an opportunity for a creative leader to deliver exceptional library services focused on access and equity for Framingham's diverse community.

Position Purpose:

As Head of the McAuliffe Branch, you will promote and provide outstanding customer service to Framingham's vibrant, multicultural population. In this role, you will exemplify innovation, flexibility, collegiality, and a passion for all aspects of library service, advancing Framingham's mission as a premier resource for free inquiry, creative enrichment, and lifelong learning.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- **Leadership and Operations:**
 - Oversee all branch operations, including circulation, reference, and children's services. Supervise branch staff, ensuring a warm, welcoming environment for all library users.
- **Library Leadership:**
 - Actively participate as a member of the Library Leadership Team, contributing to strategic planning and supporting best practices across library operations.
- **Staff Development:**

- Manage training, evaluation, and scheduling of branch staff, fostering a team-based, customer-focused experience. Encourage professional development and continuing education for staff.
- **Collaboration and Innovation:**
 - Work with other departments to maintain adaptive scheduling, promote teamwork, and implement emerging technologies in service delivery.
- **Patron Services:**
 - Act as the primary contact for patron concerns, respond flexibly to ensure accessibility for all users, and provide assistance with library materials and digital resources.
- **Collection Development:**
 - Oversee the branch's collection, monitor budget allocations, and maintain a well-curated selection of library materials.
- **Community Outreach:**
 - Represent McAuliffe Branch services in city and community engagements. Collaborate with the Head of Community and Outreach Experience to develop adult programming and outreach initiatives.
- **Safety and Facilities:**
 - Ensure a safe environment for staff and patrons, monitor building safety, and respond appropriately to emergencies.
- **Additional Responsibilities:**
 - Manage interlibrary transfers, collect statistics, prepare monthly reports, and participate in library committees and professional development to stay informed of library innovations and trends

Qualifications:

- **Education, Training, and Experience:**
 - Master's Degree in Library Science from an ALA-accredited institution.
 - Minimum of 3 years of library and supervisory experience, or equivalent education and experience.
- **Knowledge of:**
 - Integrated Library Systems (ILS), such as Innovative Sierra.
 - Library procedures and best practices in supervision, database searching, and interlibrary loan.
- **Ability to:**
 - Lead with humor, tact, flexibility, and initiative.
 - Adapt, collaborate, and be motivated to drive branch goals forward.
 - Proficiency in Spanish or Portuguese is desirable.
- **Skills:**
 - Organizational, communication, and customer service.
 - Public speaking.
 - Time management.
 - Leadership and supervisory skills.
 - Familiarity with Microsoft Office, Google Suite, and emerging library technologies.

Supervision Received:

Employee reports to the Library Director and Assistant Library Director.

Supervisory Responsibility:

Employee supervises up to 15 full and part-time staff.

Physical Demands:

The physical demands described here 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 position's essential functions.

- Work is performed in an office setting and involves working on a computer, handling library materials, and frequent interaction with patrons at a service desk.
- Must be able to retrieve materials from shelves of various heights.

- Must be able to move about the buildings.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Work Environment:

Work is conducted primarily in an office environment with standard office noise and traffic.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

The City of Framingham is an Affirmative Action Equal Opportunity Employer.