



Position Vacancy

RFP #26-060-01

Position: Information and Research Librarian Substitute

Department: Library

Salary Range: L-9: \$25.22 – \$35.28 hourly

Schedule: Hours Vary – evening and weekend availability required.
Availability must include shifts on at least two Saturdays per month in July and August and two Sundays per month September – June.



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

- Position will remain open until filled.
- 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 and is accessible by the [MWRTA](#).
- 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 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.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Make a Difference at the Framingham Public Library!

Join a forward-thinking library that is dedicated to creativity, innovation, and community engagement! The Framingham Public Library, located just 20 miles west of Boston, is seeking an enthusiastic and motivated Information and Research Librarian Substitute to join our dynamic team in the Information and Research Department. In this flexible role, you will support our library community by providing excellent research services, technology assistance, and customer care at our Main Library, McAuliffe Branch Library, or on the Bookmobile.

This is an exciting opportunity to contribute to our mission of providing exceptional learning experiences to Framingham's diverse population. If you have a passion for information services, enjoy engaging with patrons, and thrive in a dynamic environment, we want to hear from you.

Position Purpose:

The Framingham Public Library is more than just a space for books, we're a hub of experiences, creativity, and community engagement. As an **Information and Research Librarian Substitute**, you will help shape and deliver personalized library services, assist with research, and provide valuable learning resources to our diverse community. This role offers flexibility, exciting challenges, and the opportunity to make an immediate impact.

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.

(These duties are a representative sample and not an exhaustive list)

1. Staff the Information and Research Desk, providing assistance to patrons in person, via phone, email, or chat.
2. Help patrons find materials and information using print and non-print sources, the online catalog, and databases.
3. Provide assistance with public computers, printers, and other related software.
4. Deliver outstanding customer service while establishing strong working relationships with patrons and staff alike.
5. Stay current with emerging technologies and trends in reference services.
6. Assist with various library duties as needed, ensuring the smooth operation of the department.

Qualifications:

- Reference Services coursework from an accredited Master's Degree in Library Science program, a Bachelor's degree with partial completion of relevant coursework, or an equivalent combination of education and experience.
- Two years public service experience, library experience preferred
- Comfortable using computers
- Knowledge of:
 - Integrated Library Systems (ILS), preferably Innovative Sierra
 - Library operations, procedures, and troubleshooting library technology and equipment
 - Familiarity with collection development, specialized reference subjects, and automated sources is a plus.
- Abilities & Attributes:
 - Strong interpersonal skills, with the ability to work effectively under pressure and with diverse groups of people.
 - Tact, diplomacy, and flexibility in handling various situations.
 - Contribute to a positive, welcoming, and inclusive library experience.
- Needed Skills:
 - Strong communication and organizational skills.
 - Bonus: Knowledge of Spanish or Portuguese is a plus!

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.

- Ability to retrieve materials from shelves at various heights
- Frequent interaction with patrons at the service desk, as well as work performed on a computer.
- Ability to lift up to 25 pounds and occasionally more

Supervision Required:

Works under the direction of the Head of Information and Research and the Assistant Head of Information and Research.

Work Environment:

Work primarily in a library/office environment with normal office noise and traffic.

Why Join Us?

The Framingham Public Library is more than just a place to work—it's an opportunity to be part of a team that truly makes a difference in the community. Our collaborative environment, focus on innovation, and commitment to diversity make us an excellent place to grow and thrive. If you're passionate about library services and eager to support a vibrant community, apply today!