

# Pauline Haass Public Library JOB DESCRIPTION

Department: Library-wide

**Job Title: ASSISTANT DIRECTOR and ADULT SERVICES MANAGER**

**Job Title of Supervisor: Library Director**

Recognizing that formal job titles and job descriptions cannot define every employment situation nor be comprehensive in every case, and having the intent to provide the employee with the opportunity to expand his work experience while reserving flexibility to the Library to adapt to future needs, and with the aim that this document not be interpreted as restrictive in any way, the following job description is effective as of April 18, 2012.

This description updates and supersedes all previous job descriptions of this position. The Library reserves the right to modify this and every job description in whole or in part at any time. The order of listed items does not reflect their relative importance.

## **Qualifications:**

Education: Master's degree in Library Science from an ALA-accredited institution

Experience: Minimum of four years of professional public library experience including at least one year in a supervisory role as a department manager, assistant director, or director.

Position type: Managerial, salaried, Fair Labor Standards Act exempt

## **Essential Functions of department manager:**

1. Interacts positively with people of all ages and temperaments.
2. Plans yearly Department goals and reports progress of goals on a regular basis.
3. Staffs and organizes Department to implement goals.
4. Clarifies Department and Library procedures and policies for staff and customers.
5. Coordinates with other departments.
6. Plans and implements an annual budget plan for the Department.
7. Supervises all members of the Department. Trains new staff and updates all staff as changes occur in policies and procedures.
8. Actively supports Library policy and procedure.
9. Evaluates Department staff regularly.

10. Resolves customer problems using good judgment and Library policy and procedure guidelines.
11. Provides reference and reader's advisory service to customers including locating and reserving materials.
12. Actively pursues information and education, for both self and staff, about new library resources and technologies in order to remain knowledgeable, competent, and confident about newer issues, techniques, and procedures.
13. Supervises the selection of all Adult Services' materials and supplies.
14. Selects, evaluates and conducts collection development, and supervises staff in the same.
15. Supervises and actively promotes the Adult Services collection through the media, web site, bibliographies, book displays, school visits, etc.
16. Plans, publicizes and produces programs for adults.
17. Assists and instructs customers in the use of the Internet, online catalog and other online resources.
18. Identifies problems and opportunities, reviews possible alternative courses of action, and utilizes information resources available when making decisions.
19. Develops feasible, realistic solutions to problems, recommends actions designed to prevent problems from occurring, and refers problems to Director when necessary.
20. Prioritizes tasks in order to meet assignment deadlines.
21. Represents the library positively and effectively at community events and on community and professional committees.
22. Coordinates department publicity
23. Performs other duties as assigned by the supervisor, or necessary and proper to accomplish the foregoing.
24. Supports the Library's mission and vision, and upholds the values and priorities of the Library (included at the end of this document).

**Additional essential functions of Assistant Director:**

1. Assumes the duties of the Director in the Director's absence, reporting to the Director and answerable to the Library Board. Assists in administering all library services and programs; supports, mentors and monitors operations of the library.
2. Assists the Library Director in budget preparation, reports, policy and procedural matters and confers with the Director as requested on personnel matters within the library.

3. Develops and conducts instructional training for library personnel as requested or approved by the Director to implement policy and long-range objectives, to promulgate Best Practices, to reinforce standards of service delivery and to ensure excellent customer service.
4. Works as requested or approved by the Director on major publicity, promotional and public relations and programming efforts.
5. Writes and initiates grant proposals seeking funding designed to aid, enhance or create library service programs or assets.
6. Represents the library at professional workshops or conferences pertinent to public library service, personnel issues, collection development, management, grantsmanship and publicity.
7. Interfaces with municipal representatives and officials to promote and coordinate public service campaigns and advocate for public library service.
8. With guidance of the Director, performs research, conducts studies, or garners statistics relating to library effectiveness, user needs, new services and technologies, promotional campaigns and procedures.
9. In the Director's absence, serves as departmental liaison to the Friends of the Library and the PHPL Foundation Board.
10. Orients and trains, with assistance of others, department managers who are new to the library.

**Knowledge, Skills and Abilities of department manager:**

1. Extensive knowledge of adult literature and reference sources.
2. Ability to identify and select materials from shelves in response to customers' inquiries.
3. Ability to read/view/listen to, and understand, materials presented in print, video, and audio formats.
4. Ability to effectively use reference interview techniques to insure accuracy in response to customers' inquiries.
5. Ability to operate and perform minor problem resolution on computers, computer peripherals, and photocopiers.
6. Ability to supervise personnel with the result of serving the public efficiently and accurately, empowering staff, and developing staff abilities.
7. Ability to speak effectively before a group.
8. Ability to type and enter data into computer accurately.
9. Ability to accurately follow written or verbal instructions.

10. Ability to work effectively and pleasantly with people of all ages.
11. Ability to work independently, determining and adjusting work priorities as needed, and completing tasks in an orderly and timely manner.
12. Ability to communicate effectively orally and in writing.
13. Ability to handle emergency situations in a calm, capable manner.
14. Ability to work effectively with other staff throughout the Library.
15. Ability to work efficiently and calmly during busy periods and with frequent interruptions.
16. Ability to work in a supportive manner with management.
17. Knowledge and understanding of, and ability to apply, library principles, procedures, technology, goals, and philosophy of service.
18. Ability to plan, organize, and carry out a program of library service for an area of responsibility.

**Additional Knowledges, Skills, and Abilities of Assistant Director:**

1. Extensive and current knowledge of trends and challenges in library services nationwide.
2. Ability to identify opportunities for improved or new services, greater efficiency, and enhanced staff morale and ownership.
3. Ability to keep the library's mission and vision in the forefront of thoughts and discussions.
4. Ability to quickly change course when faced with unexpected roadblocks.
5. Ability to organize thoughts and concisely communicate them to others within and without the organization.
6. Excellent organizing and time management skills, especially in the area of project management
7. Ability to think critically about proposed ideas and projects, to anticipate issues, propose solutions, and create contingency plans.
8. Ability to lead others through personal example.

**Physical skills necessary:**

1. Sitting, standing, walking, climbing and stooping.
2. Bending/twisting and reaching.
3. Talking and hearing; use of the telephone.
4. Far vision at 20 feet or further; near vision at 20 inches or less.
5. Lifting and carrying: 30 pounds or less.
6. Handling: processing, picking up and shelving books.

7. Fingering: typing, writing, filing, sorting, and shelving.
8. Pushing and pulling: objects weighing 60-80 pounds on wheels.
9. Mobility: travel to meetings outside library.

## **Library Vision**

To cultivate a community of informed and engaged citizens.

## **Library Mission**

We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

## **Values and Priorities**

### **Responsive and Purposeful Service Development**

- We continually engage with our community both within and outside of our building, to understand the needs and aspirations of all of its citizens. With this information, we thoughtfully plan in order to deliver high quality community-specific services and anticipate future needs.
- We work to provide flexible and plentiful spaces to support the educational, creative, entertainment, collaborative and connection needs of this fast-growing and ever-changing community.

### **Outstanding User Experience**

- We are dedicated to excellence, accuracy, helpfulness, friendliness, and inclusivity.
- We foster a climate that welcomes feedback and promptly responds with improved service.
- We enjoy finding new ways to delight those we serve.

### **Improvement and Innovation**

- We explore trends, develop new methods, and continually evaluate and adapt library services to remain relevant in the lives of our community.
- We celebrate imagination, invention, and inspiration by developing services, collections and programs that encourage discovery and creative endeavors.
- We prioritize and invest in the continuous development of a knowledgeable, innovative, and highly engaged staff.

### **Open Access and Opportunities for All**

- We manage a collection that covers the breadth of changing interests, technologies and formats. Together with our programs, it is focused to appeal to the diverse tastes and needs of our community.
- We provide seamless entry to others' collections, in order to assure access to information for all.
- We extend the library beyond the building, and are committed to collaboration, sharing and giving back.

### **Responsible Stewardship of the Community's Investment**

- We recognize that the library belongs to the people of the community, and our actions honor the public trust.

### **Intellectual Freedom and Patron Privacy**

- We embody the library's status as a cornerstone institution of democracy for an informed public. We do this by providing information and programs that offer a wide variety of viewpoints on a broad range of topics.
- We protect every individual's right to explore information and ideas in a confidential manner.

### **Communication of Opportunities and Value**

- We communicate the value of our services to the community through a variety of media.
- We cultivate relationships with government and municipal organizations; by listening we can be part of larger conversations and respond in ways that add value to people's lives.