

JOB DESCRIPTION

JOB TITLE: Assistant Director/Head of Reference
STATUS: Full time, 37.5 hours/week
GRADE: 7

GENERAL PURPOSE:

Works with the library director to develop library services and procedures. Supervises staff when director is out. Resolves building issues when director is absent. Develops reference collection and collaborates with the Head of Technical Services to develop the non-fiction collection. Provides patrons with professional reference services.

SUPERVISION RECEIVED:

Library Director

SUPERVISES EXERCISED:

Library staff working in the reference department. Supervises library staff in the absence of the Director.

DISTINGUISHING CHARACTERISTICS:

Professional, technical and direct service work relating to the planning, coordination, and delivery of adult and Young Adult reference services at the town library; maintenance and development of various components of the adult reference and non-fiction collection; supervises and performs duties related to the day to day operations of the Reference Department; all other related work as required.

- Responsible for the general operation of the Library (works in concert with the Admin Asst. to the Director) in the absence of the Director, if requested by Director.
- Works together with Children's/YA Librarian as liaison with the middle and high school programs and reference needs.
- Represents the library at regional and consortium meetings and other workshops relative to library services.
- Assists at the circulation desk as needed; assists patrons with various questions.
- Attends informational and instructional meetings and workshops as required by work.
- Answers telephone and email inquiries.
- Assists patrons with the use of library equipment; instructs patrons in the use of the online catalog, other useful databases, and online resources.
- Has access to confidential information concerning patron records and use of library material.
- Position requires working at least one evening during the week and includes Saturday rotation.

ESSENTIAL FUNCTIONS:

1. Oversees all functions related to the provision of information and reference services in the library.
 - Recommends and administers reference department procedures and policies.
 - Provides assistance to patrons with requests for information or materials.
 - Provides instruction in reference methods and resources to patrons.
 - Provides final backup for difficult reference searches.
 - Manages interlibrary loans, on-line searching, and fax services.
 - Plans and executes adult programs at the library and in partnership with other community organizations such as the Topsfield Historical Society and the Council on Aging. Ensures appropriate publicity for department programs
 - Advises patrons' on downloadable materials and devices; troubleshoots problems with library materials and electronic devices.
 - Aids patrons in genealogical research and fills mail requests for genealogical information.
 - Creates content for and maintains online local history and community information resource.
 - Creates library displays using a variety of resources to highlight library materials.
 - Supervises public use of internet/pc terminals in reference department.
 - Responsible for the appearance of the Reference/Non-Fiction and Topsfield Room located in department.
 - Provides staff with training on new reference sources.

- Provides training and assistance to staff and volunteers working in the reference area.
2. Responsible for Collection Development for print/non-print materials in the Reference/Non Fiction Department
 - Evaluates reviews for adult reference, non-fiction, and non-print resources and makes selections reflecting knowledge of the collection and the community.
 - Makes decisions for additions and deletions to support collection maintenance using reports, usage statistics, and knowledge of collection and community.
 - Oversees fund accounting information and timely submittal of invoices to administration for payment.
 3. Facility Management
 - With the director, oversees the care and maintenance of the library facility and grounds.
 - Responds to and coordinates repairs and maintenance of the building with a variety of vendors.
 - Oversees the maintenance and updates of computer equipment in the reference area.
 4. Works with Director and other library Department Heads to formulate new plans or processes for the library

TOOLS AND EQUIPMENT USED:

Phone, personal computer including MS office, which includes – Word, Excel, PowerPoint, Publisher, and other software packages to maintain the library's web presence; public computers and databases including library online catalog system; and any other useful technology tools required to ensure the success of the library. Various office equipment, which include copy machine, laminate machine, scanner, fax machine, printers, paper cutter, and other useful tools. Able to operate the audiovisual equipment that is located in the library meeting room and is able to make presentations or train staff and others. Continues to incorporate tools that are necessary to the job.

PHYSICAL DEMAND:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

- Office environment with constant use of computer and telephone. Lifting associated with filing library material, prolonged periods of standing and sitting. Frequent walking.
- While performing the duties the employee is frequently required to stand, sit, talk and attentive listening. The employee is required to have mobility in order to move about the office and to service the public.
- Specific vision abilities required by this job include close vision, the ability to adjust focus and may spend long periods at a computer monitor.
- May experience regular interruptions to assist library patrons, vendors and other service groups.
- Is able to develop strategies to conduct successful patron interview.

MINIMUM QUALIFICATIONS:

Education and Experience:

- Degree in Information Science from an accredited institution. MLS preferred. College degree and three years of professional library experience; or any equivalent combination of education and experience.
- Must have the ability to plan, organize and direct a reference program.

Knowledge, Skills and Abilities

- Significant experience working with the public; excellent customer service and communication skills; ability to relate well to the public and perform effective user instruction.
- Broad background in many diverse subjects, including community interests and needs.
- Considerable knowledge of the principles and practices of library work, along with familiarity with library automation, materials and tools. Database knowledge is essential.

- Thorough knowledge of library's reference collection and considerable knowledge of library's general and special collections.
- Ability to train, organize and supervise the work of others; ability to work well independently and as part of a team; ability to balance office and front desk time exercising professional knowledge and judgment.
- Ability to research and locate information not immediately available in the library.
- A clear understanding of library technology systems, with a high skill level in computer programs and databases to use as a resource in searches and assisting patron needs.
- Ability to work independently, exercising professional knowledge and judgment.
- Ability to instruct and guide others, with strong interpersonal skills, clear communication skills, and a cooperative, positive attitude.
- Ability to maintain effective working relationships with patrons, colleagues, other town department staff, and other libraries

WORK ENVIRONMENT:

Work is performed under typical office and library conditions. Occasional light to moderate physical effort required in carrying and shelving books, and in performing other typical library functions. Intermittent standing, walking, bending, crouching, reaching, climbing and similar activity as related to library work will be required. Able to listen and communicate well in a busy environment.

Has contact with children, young adults, the general public, schools, various organizations and human service agencies.

OTHER CONSIDERATIONS:

- Submission of an application, rating of education and experience, oral interview and reference check.
- The duties outlined above are intended only as illustration of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employee agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.