

JOB DESCRIPTION

JOB TITLE: Head of Readers' Services

STATUS: Grade 6, 37.5 hours/week

SUPERVISION RECEIVED:

Library Director

SUPERVISES EXERCISED:

Library staff working in the circulation/adult services department as well as volunteers.

DISTINGUISHING CHARACTERISTICS:

Professional, technical and direct service work relating to the planning and coordination of adult services at the town library; maintenance and development of various components of the adult collection; supervises and performs duties related to the day to day operations of the Circulation 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 with Friends of the Library to promote the museum pass program and various other Friends and Library events.
- Represents the library at regional meetings and other workshops relative to library service
- Creates library displays and maintains the library/community bulletin board and the arts/entertainment center
- Assists in the management of the circulation department's public access computers and recommends website content to appropriate staff.
- Assists patrons with searching and understanding the online catalog.
- Advises patrons' on downloadable materials and devices; troubleshoots problems with library materials and electronic devices.
- Problem solves with staff, director, other departments, libraries, community groups, patrons, vendors and consortium;
- Assists with special projects and performs similar or related work as required or as situation dictates
- Answers telephone and/or email inquiries.
- Assists patrons with the use of library equipment; instructs patrons in the use of the online catalog.
- 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 day to day functions of the Circulation Desk
 - Supervises desk staff and volunteers; teaches the desk staff how to use the integrated library system and teaches other desk functions; teaches volunteers how to page; creates and communicates circulation desk procedure instructions for staff; communicates to desk staff new library policies, functions, technologies, services, etc.
 - Checks materials in and out at the circulation desk; registers new patrons; answers telephone; assists with reserves, overdue, and lost/damaged materials; assists patrons at the circulation desk and with online catalog
 - Performs data entry related to a variety of library records on patrons, circulation and collection; initiates computer searches.
 - Runs a variety of reports from the integrated library system (regarding patrons, lost material, materials in transit) analyzes contents, and takes action where required.
2. Plans, coordinates and oversees all programs and functions related to Adult Services
 - Performs reference services; assists patrons with requests for information or materials; assists patrons in the selection of materials through reader advisory technique, knows when to utilize reference department; teaches patrons how to use the library, the online catalog, and meeting room equipment

- Facilitates patron access to information including: updating materials lists, promoting new library services and collections, implementing new library technologies, and providing user instruction
 - Continues education by attending professional meetings, courses, and workshops in library related services and subjects.
 - Manages museum pass software and the renewal and processing of museum passes
 - Works with library consortium central staff to identify and resolve integrated library system problems and enhancements
 - Performs a variety of specialized functions such as: handling of audiovisual equipment in meeting room; maintenance of patron records; updating circulation department portion of library handbook; forwards all essential information to the Reference Department, Children's Room, Technical Services, and Administration
 - Supervises the delivery of library materials to support a shut-in program, underserved, or local residents that may have special needs. (i.e. Masco Health Care facility program or Council on Aging).
 - 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.
3. Responsible for Collection Development for print/non-print materials
- Evaluates reviews for adult fiction and non-print materials and makes selections reflecting knowledge of the collection and the community, in conjunction with the Head of Technical Services.
 - Responsible for the development of the large print, audio book (physical material and downloadable), ebook, and adult DVD collection; makes decisions for additions and deletions to support collection maintenance.
 - Oversees fund accounting information and timely submittal of invoices to administration for payment.
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, (Word, Excel, Powerpoint, Publisher), and other software package 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, 3 hole punch 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 other. 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, and 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. Bachelor degree with 3 years library experience, or any equivalent combination of education, training and experience.

- Thorough knowledge of the principles and practices of professional library work, along with library automation, materials and tools.

Knowledge, Skills and Abilities:

- Working knowledge of computer applications, the Internet, social media, and the integrated library system software.
- Significant experience working with the public; excellent customer service and communication skills; ability to relate well to the public and perform effective user instruction.
- 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.
- Excellent oral and written communication skills.
- Ability to troubleshoot computer and other equipment problems.
- Strong interpersonal skills, clear communication skills, and a cooperative, positive attitude.
- Competency in other library departments to cover when called upon and to work effectively with them.
- Ability to maintain effective working relationships with patrons, colleagues, other town department staff, and other libraries.

WORK ENVIRONMENT:

Light to moderate physical effort required in lifting, carrying and shelving books and other library material. Standing and walking for long periods, intermittent bending, stretching and lifting of books. 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.

Approved 11-13-2007
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