POSITION SUMMARY

This position is responsible for managing a designated area of library services. Provides assistance to library users and acquires, organizes, manages and distributes library resources to ensure meeting the needs of all library users. Independent judgment is required to plan, prioritize, and organize resources in area of assignment. Requires excellent oral and written communication.

AREAS OF ASSIGNMENT:

Collection Development Services Bookmobile and School Services Children's/Young Adult Services Circulation Services Interlibrary Loan Services Adult and Public Outreach Services Cataloging Administrative Support

RESPONSIBILITIES

Essential Duties (3D):

- Performs circulation desk duties. Interacts with people of different social, economic and ethnic backgrounds.
- Assists library patrons in use of technology and information resources.
- Troubleshoots computer hardware and software problems.
- Provide readers advisory.
- Assist with collection maintenance
- Assists with maintenance of records in the integrated library system.
- Assists in maintaining the orderliness of the facility.
- Provides supervision of library assistants during evening or weekend hours.
- Answers and directs public calls for the department.
- Keeps statistics and reports in designated area
- Performs other duties of a similar nature as required

Depending on area of assignment, essential duties include:

- Catalogs and classifies library resources.
- Coordination and implementation of all interlibrary loan activities.
- Operates Bookmobile and related programs.
- Coordinates collection development.
- Performs and coordinates various community outreach activities.
- Provide and offer library programs.
- Promote and market library services.
- Create library publications.
- Website design and maintenance.
- Provides administrative support to designated staff members.
- Assist with presentation, preparation of materials and public notices for meetings.
- Prepare general correspondence, memos, reports, spreadsheets, etc.

- Review and process a variety of department level accounting related information to include accounts payable, accounts receivable and cash receipts.
- Provides back-up to other departments as needed.
- Tasks are multiple and diverse with some interrelationship across processes.

Knowledge, Skills, And Abilities (position requirements at entry):

- Knowledge of library science practices, procedures and techniques;
- Knowledge of the Dewey Decimal classification system;
- Excellent communication skills
- Ability to interpret and implement library policies and procedures
- Ability to select and recommend appropriate reading materials for individuals of all ages and reading skill-levels
- Ability to supervise and manage others
- Working knowledge of reference tools, both print and electronic
- Ability to communicate the library's services and policies to patrons
- Knowledge of library cataloging policies and procedures
- Familiarity with a variety of office machines
- Problem solving skills
- Ability to work as part of a team as well as independently
- Ability to work evenings and weekends as needed
- Ability to understand and carry out oral and written instructions
- Ability to maintain accurate files and records.
- Ability to use computers and related software applications. Ability to use various office equipment.
- Ability to provide a high level of confidentiality.
- Ability to gather and compile data.

Judgment/Decision Making (2D):

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Resolves conflicts through the use of tact and diplomacy.
- Independent judgment is required to complete work assignments within areas of assignment.
- Often makes recommendations to work procedures, policies, and practices. Refers unusual problems or exceptions to supervisor.

RELATIONSHIPS

Leadership/Supervisory Responsibilities (2D):

- Lead worker over others in similar jobs and / or provides work leadership and direction
- Assist with training of other staff members.

Relation to Others (2D):

- Regular contact with the general public and staff in the provision of library services; requires normal courteous interaction and tact.
- Occasional discussion related to the interpretation of policies or rules. May handle sensitive or complex information.
- Acknowledges and clarifies customer inquiries, requests or complaints to ensure that needs are identified, documented and addressed.
- Works to promote teamwork within the department.

SKILLS

Education (6D) and Experience (3D) (position requirements at entry):

- Bachelor's Degree in Liberal Arts, Humanities, Library Science or related field.
- One to three years of technical or circulation experience in a public library or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.

Special Requirements (position requirements at entry):

- Valid Driver's License
- ND Library Media Certification LM 03 Preferred

WORKING CONDITIONS

Environment (1D):

- Positions in this class typically require: climbing, stooping, reaching, standing, walking, pushing, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions. Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Work related travel may be required.

CLASSIFICATION AND HISTORY:

Fox, Lawson and Associates Rating: B22 Position Designation: Senior Operator

Draft prepared by Fox Lawson and Associates LLC (JPF)

Date: 6/99

Revised by Library Director and City Administrator and Approved by CSC on 03/21/06

Updated and Civil Service Approved on 04/23/07

Desired Certification Updated 06/15/07

04/18/08 – Civil Service Annual Review – No Changes

Updates prepared by Cheryl Tollefson 10/2009

Class II, Grade 2 (525 points)

FLSA: Non-Exempt

Updated to new format: 10/16/15 Approved by CSC: 10/20/15, 11/9/16

Updated by: Library Director Ennen, HR Coordinator Nameniuk on 10/03/2019, 03/30/2020

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