

WESTLAKE PORTER PUBLIC LIBRARY

JOB DESCRIPTION

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| TITLE | ASSISTANT ADULT SERVICES MANAGER/ AV LIBRARIAN |
| JOB CLASSIFICATION | Grade 400, Sr. Specialist, Exempt |
| HOURS | Full-time (40 hours per week). Evening and weekend hours are required on a rotation basis and as needed. Required to adapt to future schedule changes, given departmental and library-wide needs. |

REQUIREMENTS

Education/Experience

Master's degree in Library Science from an American Library Association accredited university. 3-5 years of public service library experience required. Significant management experience with a minimum of 2-3 staff members supervised preferred.

Knowledge/Skills

Thorough knowledge of principles, theories and concepts of library science, as well as of standard print and online reference resources is required. A broad knowledge base of cultural literacy is essential. Ability to work with the Windows based operating system, word-processing, spreadsheets, email, and library software programs at a highly proficient level. Readers' advisory skills necessary. Must have knowledge of popular materials including fiction, videos, music and periodicals. Emerging technology aptitude, including use of e-readers and various devices, downloadable music and videos. Ability to communicate and function effectively in a team-oriented environment. Strong written, verbal, customer service and interpersonal skills. Ability to speak in public, lead book talks and discussions. Flexibility along with good-humored, customer focused, change and team oriented skills is a must. Valid Ohio driver's license required.

Knowledge of collection development essential. Administrative skills preferred, including scheduling and supervisory experience. Knowledge of basic Human Resources practices required.

Working Conditions

Works primarily in the library. Regularly attends meetings and speaking engagements outside the library. Lifts and moves light library materials and equipment.

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| REPORTS TO | Adult Services Manager |
| POSITION(S) SUPERVISED | Adult Services Support Staff and Substitutes |

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is ". . . to educate, empower, enlighten, engage, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons." **This position assists in accomplishing that mission by: 1. researching, developing, collecting and**

expanding the services provided to the public in the areas of audiovisual and popular materials; 2. assisting patrons in determining their alternatives, locating materials or information, and understanding how to use the materials, equipment and processes in the library; and 3. providing accurate, timely information, materials and referrals in a courteous and expedient manner.

ESSENTIAL POSITION DUTIES

Collection Development

Oversees selecting, purchasing and promoting audiovisual materials collection in various formats for our patrons. Maintains a quality collection through appropriate selection of new materials from a variety of resources and thorough weeding. This entails an ongoing assessment and analysis of patron reading, viewing and information needs; analysis of detailed collection turnover rates and hold ratios; vigilant scanning of review journals and familiarity with popular authors and subject areas. Serves as library liaison to Overdrive.

- **Programs and Services**

Develops, plans and implements programs and services through continuous community analysis, observations and objective needs assessment.

- **Marketing and Community Outreach**

Aggressively markets the AV Collection and services. Facilitates both internal and external communication and public relations for programs and services through all available print, non-print and electronic means. Arranges for in-house marketing through displays, printed materials, signage, web page visibility and utilization of other marketing tools. Develops partnerships and working relationships with community.

Shares program updates, current newsworthy items, and new trends with the Adult Services Department and the entire library staff, advocating for the popular materials areas, ensuring the effective utilization of the services provided, and promoting the creative exchange of information and ideas.

- **Project Planning and Implementation**

Utilizes project management skills to help plan, implement and coordinate complex or multi-faceted programming. Analyzes the utilization assessment of popular materials websites and databases, program ideas and development. Assists with programming within Adult Services department.

General Reference

- **Public Service/Customer Service**

Assists library patrons in locating materials or information to meet their informational needs. Instructs individuals in the use of the public catalog, library materials and equipment, and in library policies and procedures. This may be on a one-to-one or group basis, including visits to outside organizations and other tours.

Ensures provision of polite, attentive, exuberant customer service to patrons using the Adult Services areas and its services. Models and reinforces excellent customer service skills. Handles patron suggestions and complaints in the Adult Services

areas in the absence of the department manager. Refers incidents when appropriate and necessary.

- **Readers' Advisory**

Provides readers' advisory services by recommending appropriate reading materials to patrons. Serves as an advocate for Adult Services by encouraging the utilization of available resources provided by the department.

- **Administration**

Supports the overall mission of the Library, as well as that of the Board of Trustees, with the administrative priorities of the library. This includes fulfilling planning responsibilities, maintaining statistics and reports, submitting budget needs requests, implementing expenditures in an efficient and accountable manner, and utilizing objective, analytical, problem-solving and consensus-building skills to contribute to decisions affecting both the Adult Services department and overall library services.

- **Management and Leadership**

Supervises Adult Services support staff including substitute staff. Assists with orientation of new employees in the Adult Services areas. Under the supervision of the Adult Services Manager, trains and coaches employees who work at the Adult Services desks. Serves as acting manager in the absence of the Adult Services Manager. Supports the Adult Services Manager in scheduling duties. Ensures adequate and accurate communication of library projects and priorities within the AV area. Provides and facilitates input, innovation, and enthusiasm from the Adult Services department. Maintains currency and awareness of AV formats and services.

Other-LIC

Serves as a Librarian-in-Charge in the absence of the Director, Assistant Director, or other senior librarians. Duties include responsibility for opening and/or closing of the library building, handling patron complaints, handling and reporting unusual incidents, dealing quickly and effectively with security and safety issues and emergencies, and handling crisis situations and media encounters.

Communications and Teamwork

- Serves as a positive member of the Adult Services Team to initiate, maintain and/or implement effective, efficient innovative, customer-oriented service to the public and to other library staff members.
- Serves as a positive member of the Programming Team.
- Keeps informed of library activities and policies by attending general staff meetings, regular department meetings, and by participating in other workshops or training offerings when appropriate and as requested or required.
- Performs miscellaneous related additional duties as needed by the library and assigned by the department manager.

PHYSICAL DEMANDS CHECKLIST

AV Specialist - Popular

Job Title: Materials

Date: March 22, 2000

PHYSICAL STRENGTH FACTORS:

Does this job require:

Lifting Yes No
Pushing Yes No
Pulling Yes No
Carrying Yes No
Reaching Yes No

If Yes, list maximum weight: 20#

Does job require reaching above shoulders? Yes No

Does job require reaching to floor level? Yes No

Gripping Yes No

PHYSICAL MOBILITY FACTORS:

Throwing Yes No
Sitting Yes No
Standing Yes No
Walking Yes No
Climbing Yes No
Stooping/Bending .. Yes No
Crouching..... Yes No
Kneeling..... Yes No
Crawling..... Yes No
Twisting Yes No
Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

Hearing:

Conversation Yes No
Sounds..... Yes No

Vision:

Far Yes No
Near..... Yes No
Color..... Yes No
Depth..... Yes No

Perception:

Spatial..... Yes No
Form..... Yes No
Feeling..... Yes No

WORK ENVIRONMENT:

Inside Work..... Yes No
Outside Work..... Yes No
Hot/Cold..... Yes No
Fumes..... Yes No

Traveling..... Yes No
Working Alone Yes No
Working in a Group..... Yes No
Interact with public Yes No

Hazards:

Machines Yes No
Electrical..... Yes No
Sharp tools..... Yes No
Slippery floors ... Yes No
Congestion..... Yes No
Heat/cold Yes No
Dust/vapor Yes No

Operate:

Equipment Yes No
Telephone..... Yes No
Computer..... Yes No

ACCESSIBILITY FACTORS:

Doors..... Yes No
Aisles Yes No
Tables Yes No

Bathrooms Public..... Yes No
Drinking Fountain..... Yes No
Parking..... Yes No