

## **Position Title: Assistant Library Director**

### **Position Type: Full-Time, Salaried**

#### **Statement of Duties - Overview**

Responsible for assisting the Library Director in the planning, organization, supervision, development and administration of all library services, personnel, operations and programs. Assumes the duties of the Library Director in his/her absence. Assists in personnel selection. Assists Director in evaluation and assessment of overall library functions and in the implementation of new service objectives and programs.

Performs basic library services within the library department, including coverage on the library's public services desk and professional work including but not limited to calling patrons concerning hold notifications, answering basic reference queries, and providing excellent customer service; performs all other similar or related work duties as required.

#### **Supervision**

Work is performed under the direct supervision of the Library Director. Directly or functionally supervises all paid and non-paid library personnel; this includes the Children's Librarian and Senior Library Assistants. Assists the Children's Librarian in supervision of the Children's Room area. Specifically conducts and writes all evaluations of Library Associate part-time positions. Work involves highly responsible and technical duties requiring considerable judgment and initiative in the planning and administration of library services. Has access to department related confidential information involving personnel, bid proposals, and confidential patron information protected under MGL Ch. 78. Performs routine and standardized duties, according to prescribed rules and procedures.

#### **Job Environment**

Work is performed under typical library and office conditions; workload is subject to seasonal fluctuations; regular library schedule requires evening and weekend work. The employee operates standard office and library equipment, such as book covers, barcodes, and labeling used to physically process incoming library material. Circulation duties require constant interaction with library patrons, in person, as well as by telephone, and require excellent customer service skills. The employee has access to confidential patron records. All employees are subject to Criminal Offender Records Check (CORI) prior to and during employment.

#### **Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Southborough, Massachusetts

Serves at the circulation desk to register borrowers, charge/discharge print and non-print materials to patrons in accordance with department guidelines.

Provides assistance to patrons in all areas of the library. Acquires thorough knowledge of library collection. Arranges interlibrary loans for patrons and sends materials to other libraries; provides shut in delivery services.

Supervises the maintenance of the library's collection including shelving, weeding and repairing library materials.

Provides technical support services to patrons regarding the use of the library; opens, closes and supervises the library facility as required.

Handles patron complaints in the absence of the Library Director courteously and then reports the complaints to the Library Director.

Represents the library at professional workshops or conferences.

Performs other duties as assigned.

## **Recommended Minimum Qualifications**

### **Education and Experience**

A Master's Degree in Library Science, accredited by the American Library Association. Candidates currently enrolled in a Master's of Library Science Degree program will be considered. Three to five years of experience in public library service, preferably at a supervisory level. Prior personnel administration, fund accounting and payroll experience desired. Prior Collection Development and public relations experience; proven written and verbal communication skills. Organizational, procedural and public relations proficiency, and an ability to develop and maintain a rapport with the public, as well as an ability to supervise and secure the cooperation of the staff. Must obtain Massachusetts Board of Library Commissioners' certification.

Good judgment and the ability to maintain effective staff and customer relations. Strong working computer skills.

### **Knowledge**

Working knowledge of library hardware and software operations including spreadsheet and word processing applications. Advanced knowledge of library operations and databases used in a library setting. Will be required to work with Library Associates in the area of Technology; specifically, troubleshooting software and hardware updates, coordinating with C/W MARS technical team, and troubleshooting the library's self-checkout machine. Responsible to identify and explore area for expansion in library technology.

## **Abilities**

- ✓ To interact in a positive and effective manner with employees and public and to work independently.
- ✓ To execute oral and written instructions in a clear and precise manner.
- ✓ To operate a variety of office equipment. Necessary to learn new systems and programs relevant to library work.
- ✓ To understand and use Microsoft office computer software and hardware.
- ✓ To manage multiple tasks at circulation desk.

In addition to the criteria listed in the primary job description, the Assistant Library Director is responsible for the following functions of the Southborough Library:

### **Addendum #1 – Assistant Library Director – Principal Duties**

### **Addendum #2 – Young Adult Librarian – Principal Duties**

## **Physical and Mental Requirements**

Work is performed in a library setting, subject to quiet to moderate noise and interruptions. Hours can be variable and include evening hours and Saturday hours. Good physical stamina is required. Up to two-thirds of the time is spent standing, walking, sitting, stooping, or reaching with hands and arms. Employee is required to handle or feel objects and is required to talk or listen. Frequently the employee is required to lift up to 10 pounds and occasionally up to 30 pounds.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

## **Addendum #1 - Assistant Library Director - Principal Duties**

- Assumes the duties of the Director in the Director's absence, reporting to the Director and answerable to the six-member elected Board of Library Trustees. Assists in administering all library services and programs.
- Assists the Library Director in budget preparation, reports, policy and procedural matters and assists in overseeing personnel matters within the library, including vacation requests from staff.
- Assists the Library Director by coordinating the goals, objectives and activities of full-time staff in the delivery of public service.
- Supervises and assists in the orientation and training of all personnel.
- Develops and conducts instructional training for staff.
- In the absence of the library director, completes and submits payroll to the Town Accounting office.
- In coordination and collaboration with Library Director, enters and submits library payable batches through VADAR accounting system. Will do in Director's absence.
- In coordination and collaboration with Library Director, responsible for major publicity, promotional and public relations and programming efforts conducted on behalf of the Board of Trustees. Will do in Director's absence.
- In coordination and collaboration with Library Director, writes and initiates grant proposals seeking funding designed to aid, enhance or create library service programs or assets. Will do in Director's absence.
- With guidance of the Director, performs research, conducts studies, or garners statistics relating to divisional effectiveness, user needs, and new services.
- In coordination and collaboration with Library Director, routinely functions as daily, evening or weekend Building Supervisor, having first-response responsibility for the staff, facility and public. Maintains a relationship with the Director of Facilities and Superintendent of Public Works with respect to this role. Based upon need, is required to work flexible hours and function as Building Supervisor.

## **Addendum #2 - Young Adult Librarian - Principal Duties**

- Stays informed of developments and trends in young adult services.
- Works with school administrators and teachers to supplement programs.
- Recruits, trains, supervises and evaluates students, young adult and adult volunteers; establishes work schedules and assignments; provides orientation programs; interacts with library staff to integrate volunteers into the library's programs and activities.
- Provides reference and reader's advisory service for young adults. Assists library users in the use of the library and its resources. Assists young adults, parents, teachers and other adults in selection of young adult books, audio-books and other library materials.
- Initiates, plans and conducts a variety of programs and activities to encourage the use of the library by young adults between the ages of 12 to 18, including but not limited to crafts, reading clubs, school and community outreach.
- Reaches out to other community organizations that work with young adults to inform them of the library's services and to collaborate on special projects.
- Reaches out to young adults both in and outside of the library to receive their feedback on the library's services and to gather ideas for new programming and acquisitions.
- Participates in developing goals, policies and procedures related to Young Adult Services. Interprets policy and explains procedure to the public.
- Compiles, reviews and interprets statistical data regarding use of young adult services. Prepares regular management reports for review by Director.
- Performs similar or related YA work as required, directed, or as situation dictates.