

## Oshkosh Public Library Position Description

**Position:** Assistant Director  
**Classification:** Administrative Librarian  
**Department:** Administration  
**Date:** July 2015

### General Purpose

The person in this position provides administrative and professional assistance to the Library Director in the direction and supervision of the library. The work of the Assistant Director involves planning, coordinating, and supervising activities and personnel in areas with broad scope and impact upon the library and its services (library-wide or covering one or more divisions). Work includes responsibility for coordinating activities that reach into all corners of the library organization or draw upon personnel from throughout the library organization, such as human resources; facilities and maintenance; public services; budget and finance; staff development and training; and planning. This position also acts as chair of a permanent work group comprised of public services department heads plus the Head of Library Development. This work group is called the Public Services Improvement Team (PSIT).

**Supervision:** Library Director  
**Supervises:** Head of First Floor Public Services; Maintenance Engineer; Custodian  
**Salary Matrix Level:** H

### Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
<b>Administration</b>	
<ul style="list-style-type: none"> <li>Administer the library in the absence of the Director.</li> </ul>	<ul style="list-style-type: none"> <li>Operational decisions that are time-sensitive are made and implemented in the absence of the Director.</li> </ul>
<ul style="list-style-type: none"> <li>Work closely with the Director and other library managers to develop and implement library budgets.</li> </ul>	<ul style="list-style-type: none"> <li>Director and other managers receive timely assistance with budget development and implementation.</li> </ul>
<ul style="list-style-type: none"> <li>Work closely with the Director to coordinate long-range plan development and implementation for the library.</li> </ul>	<ul style="list-style-type: none"> <li>Plan development and execution receives full, active support of the Assistant Director.</li> </ul>
<ul style="list-style-type: none"> <li>Work closely with the Director and other library managers to recommend, develop, and implement policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Policy is developed and carried through to approval at the appropriate level (Director or Board); procedures are developed; tools and training are provided to staff for new or changed procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Handle questions and complaints from the public in regard to library policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>After communicating with the Assistant Director, library customers feel that their concerns have been heard by the library and they understand the facts of and reasons for the policy or procedure (even if they do not agree with them).</li> </ul>

<b>Administration – Human Resources</b>	
<ul style="list-style-type: none"> <li>Participate in the recruitment, interviewing, selection and hiring of management staff and of other staff as needed.</li> </ul>	<ul style="list-style-type: none"> <li>Vacancies are filled by employees who successfully perform the tasks required.</li> </ul>
<ul style="list-style-type: none"> <li>Coordinate city and library orientation procedures for new employees; ensure that new employees are provided with any library-specific information they may need to get off to a successful start as a library employee, especially any library-specific information pertaining to policies or procedures that differ from those followed by other city employees.</li> </ul>	<ul style="list-style-type: none"> <li>New employees report that they feel confident and well-informed about policies, procedures, salary and benefits matters.</li> </ul>
<ul style="list-style-type: none"> <li>Act as a resource person to library employees in salary and benefits matters; liaison with city employees on behalf of library employees as needed.</li> </ul>	
<b>Facility Management</b>	
<ul style="list-style-type: none"> <li>Directly supervise the work of Facility Maintenance employees, including               <ol style="list-style-type: none"> <li>giving direction of particular tasks to be performed;</li> <li>assisting employees in prioritizing tasks;</li> <li>providing coaching or task correction as needed;</li> <li>advising on general library policy or procedure as needed; and</li> <li>using all available communication vehicles (intranet blog; email; one-on-one and group meetings) to keep staff informed of developments inside and outside of the library; and</li> <li>evaluating work performance.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Department employees report that their supervisor is available to provide direction, guidance and coaching when needed.</li> <li>Department employees report that their supervisor responds to questions or requests for information in a timely fashion.</li> <li>Department employees report that they feel adequately informed about developments inside and outside of the library.</li> </ul>
<ul style="list-style-type: none"> <li>Indirectly supervise the work of the contract cleaning crew by serving as the library liaison with cleaning company managers, including:               <ol style="list-style-type: none"> <li>giving quality control feedback to cleaning company managers; and</li> <li>calling attention to particular cleaning tasks that need attention.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Library building is kept clean and presentable; periodic cleaning tasks (e.g., carpet cleaning, floor stripping) are scheduled and completed.</li> <li>Good communication is maintained between the library and the cleaning company.</li> </ul>
<ul style="list-style-type: none"> <li>Supervise expenditure of all operating budget lines pertaining to the maintenance and repair of the building, grounds and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance expenditures are kept within budget; expenditures in excess of budget are made consciously not inadvertently.</li> </ul>
<ul style="list-style-type: none"> <li>Monitor repair and replacement needs of major building features and mechanical systems; incorporate that knowledge into a long-term capital improvement plan.</li> </ul>	<ul style="list-style-type: none"> <li>Library capital improvement plan is updated annually; major repairs or replacements are anticipated; the library board and the city are kept apprised of impending projects.</li> </ul>
<ul style="list-style-type: none"> <li>Act as manager for all capital projects in the library: work with Purchasing and any other city departments as required; provide on-site support for bid processes and capital contract</li> </ul>	<ul style="list-style-type: none"> <li>Capital projects are completed in a timely manner, balancing the needs of the library, the contractor(s) and the city; and</li> <li>The library building, grounds and equipment is</li> </ul>



work.	maintained in good order and appearance.
<ul style="list-style-type: none"> <li>Develop “wish list” projects for improving the library’s building, grounds or equipment; work with designers, architects and contractors to create fundable projects.</li> </ul>	<ul style="list-style-type: none"> <li>Library facility improvement projects are completed in a timely manner and within budgets.</li> </ul>
<b>Public Services</b>	
<ul style="list-style-type: none"> <li>Directly supervise the work of the Head of First Floor Public Services, including: <ol style="list-style-type: none"> <li>giving direction of particular tasks to be performed;</li> <li>assisting in prioritizing tasks;</li> <li>providing coaching or task correction as needed;</li> <li>advising on general library policy or procedure as needed;</li> <li>using all available communication vehicles (intranet blog; email; one-on-one and group meetings) to keep the employee informed of developments inside and outside of the library; and</li> <li>evaluating work performance.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Head of FFPS reports that supervisor is available to provide direction, guidance and coaching when needed.</li> <li>Head of FFPS reports that supervisor responds to questions or requests for information in a timely fashion.</li> <li>Head of FFPS reports that they are adequately informed about developments inside and outside of the library.</li> </ul>
<ul style="list-style-type: none"> <li>Act as permanent Chair of the Public Service Improvement Team (PSIT) meetings; guides discussion and decision-making to keep it on task and constructive; represents recommendations of the team to the Library Director when appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Public services problems and opportunities are constructively discussed and strategies to proactively address them are formulated.</li> <li>Strategy recommendations are carried to the Library Director when top-level administrative support and/or additional resources are required.</li> <li>Public services improvement strategies are implemented cooperatively by team members.</li> </ul>
<b>Collection Development</b>	
<ul style="list-style-type: none"> <li>Act in the role of Subject Specialist for assigned section(s) of the library materials collection, including: <ol style="list-style-type: none"> <li>maintaining familiarity with collection section assigned;</li> <li>looking for gaps or weakness in the assigned area and suggesting titles that would improve it;</li> <li>staying current on trends in the assigned area through other appropriate media;</li> <li>assisting with updating and maintaining collection development policy statements covering the assigned area;</li> <li>using marked up review journals to monitor new materials being selected by the Materials Selection Librarian, and suggesting important titles that may have</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Collection areas are developed (materials acquired and deselected) to respond to the needs of the community;</li> <li>Collection is developed consistent with policy;</li> <li>Turnover rate goals are set and collection circulates near the rate called for in the goal.</li> </ul>

<p>been missed;</p> <ol style="list-style-type: none"> <li>6. reviewing standing orders lists to ensure that key authors or series are included;</li> <li>7. deciding when (and with what specific title) it is warranted to replace a lost or damaged title; and</li> <li>8. weeding to keep the collection current and responsive to the needs of the community.</li> </ol>	
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**KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of the principles and practices of modern library administration.
- Knowledge of current practices and developing trends in library service.
- Ability to supervise the work of subordinate professional, technical, clerical, and other staff members.
- Ability to establish and maintain effective working relationships with library and city employees, cleaning and maintenance contractors, trustees, and the general public.
- Valid Wisconsin driver’s license, means of transportation.
- Willingness to attend relevant statewide, regional, and national meetings and conferences.
- Willingness to work flexible hours, including some evenings and weekends.
- Ability to effectively chair meetings and make public presentations.
- Writing and editing skills in a variety of media, including print, electronic and digital.
- Computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation) and web-based communication tools.
- Inter-personal skills; capable of working in a team environment.
- Coaching skills, including the ability to clearly and patiently explain how and why tasks are to be performed.
- Skill in communicating effectively with people from diverse backgrounds.
- Ability to prioritize tasks for oneself and system employees.
- Ability to effectively delegate tasks to maximize productivity.
- Ability to handle multiple projects and deadlines
- Ability to adapt to change; willingness to teach and learn new ways of doing things, including new technologies.
- Familiarity with research, data analysis and presentation

**REQUIRED EDUCATION AND/OR EXPERIENCE**

- MLS from ALA accredited library school.
- Minimum of five years’ professional public library experience, including at least one year in a supervisory role and one year in administration.

**TOOLS AND EQUIPMENT USED**

Typical office equipment, computers and software including computer workstation, computer projector, calculator, fax machine, photocopier, telephone, and printers.

**PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.



**WORK ENVIRONMENT**

Nearly all work hours are spent in a typical office environment.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above 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.

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

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## Oshkosh Public Library Position Description

**Position:** Head of Reference and Adult Services  
**Classification:** Managing Librarian  
**Department:** Reference and Adult Services  
**Date:** July 2015

### General Purpose

The person in this position manages the department that assists adults by helping them find answers to questions of all types; by recommending and helping them to locate books and other knowledge resources for enjoyment and self-education; by helping them to use computers and other emerging digital technologies; and by providing educational and entertaining public programs. The person in this position is responsible for managing staff and services at the Reference Desk on the library's second floor, one of the three public service points in the building.

**Supervision** Library Director  
**Supervises** Reference Librarian; Library Assistant II; Reference Page  
**Salary Matrix Level** G

### Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
<b>Manage Reference and Adult Services Department Staff</b>	
<ul style="list-style-type: none"> <li>Lead efforts to recruit highly qualified, highly motivated individuals to fill any vacancies that may occur in the department.</li> </ul>	<ul style="list-style-type: none"> <li>Vacancies are filled by employees who successfully perform required tasks.</li> </ul>
<ul style="list-style-type: none"> <li>Schedule department employees to maximize services, as well as to give employees sufficient notice to schedule activities outside of work.</li> </ul>	<ul style="list-style-type: none"> <li>Staff are available to provide service to internal and external customers.</li> <li>Staff with planning and programming duties are able to complete these responsibilities during work hours.</li> <li>There is adequate service desk coverage as well as back-up coverage.</li> <li>Staff report that they receive schedules in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>Supervise ongoing work of the department employees, including: Giving direction, assisting with prioritizing, coaching, advising on library policy, communicating information and developments of the department to</li> </ul>	<ul style="list-style-type: none"> <li>Staff reports that their supervisor is available to provide direction, guidance and advising.</li> <li>Staff reports that their supervisor responds to questions and requests in a timely fashion.</li> <li>Staff report that they are adequately</li> </ul>



appropriate library staff.	informed of developments within and outside the library.
<ul style="list-style-type: none"> <li>Assign specific tasks or projects to individual employees to meet plan goals and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Department goals and objectives are met on schedule.</li> </ul>
<ul style="list-style-type: none"> <li>Continuous improvement of workflow.</li> </ul>	<ul style="list-style-type: none"> <li>Document and report improvements.</li> </ul>
<ul style="list-style-type: none"> <li>Review position descriptions annually.</li> </ul>	<ul style="list-style-type: none"> <li>Report on position updates.</li> </ul>
<ul style="list-style-type: none"> <li>Perform staff evaluations annually</li> </ul>	<ul style="list-style-type: none"> <li>Complete annual evaluations and hold mid-year check-in conferences.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that staff receives continuing education or other training needed to perform their duties and responsibilities at a high level.</li> </ul>	<ul style="list-style-type: none"> <li>Staff reports a high confidence level in their skills and knowledge required to perform their duties and responsibilities.</li> </ul>
<ul style="list-style-type: none"> <li>Encourage continuing development of personal and professional skills and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>There is a shared understanding of each employee's goals, and strategies are developed during the course of evaluations as well as regular supervision.</li> </ul>
<ul style="list-style-type: none"> <li>Solicit input from department employees for improvements in the collections, services and programs.</li> </ul>	<ul style="list-style-type: none"> <li>Employees report that their feedback and ideas are important to developing department services.</li> </ul>
<ul style="list-style-type: none"> <li>Document violations of policy and procedure, and when necessary, discipline employees.</li> </ul>	<ul style="list-style-type: none"> <li>Document violations and all actions taken to counsel or correct employee behavior that is contrary to library policy or procedure.</li> </ul>
<b>General departmental and Library operations</b>	
<ul style="list-style-type: none"> <li>Work regular public service shifts at the Reference Desk</li> </ul>	<ul style="list-style-type: none"> <li>Service provided to external and internal customers is thorough, accurate and timely.</li> <li>All required and customary output measures are recorded.</li> </ul>
<ul style="list-style-type: none"> <li>Fill in for department employees when on vacation or ill.</li> </ul>	<ul style="list-style-type: none"> <li>Time-sensitive duties are completed despite absence of person who would normally carry them out (primarily by staffing the Reference Desk when necessary).</li> </ul>
<ul style="list-style-type: none"> <li>Provide staff leadership and management presence during an accident, incident, customer confrontation or building emergency.</li> </ul>	<ul style="list-style-type: none"> <li>Library employees know to whom to look for direction and leadership in a crisis.</li> </ul>
<ul style="list-style-type: none"> <li>Assist with building security, including: disabling and enabling alarms, lost children, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate assistance and actions are provided by library staff to ensure the public's safety and healthy while using the library.</li> </ul>
<ul style="list-style-type: none"> <li>Enforce library policies, procedures and rules. Complete necessary reports in case of accident, disturbances, injury, theft or library property, or inappropriate use of library equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Prompt and appropriate actions are taken in response to any accident or incident.</li> <li>Reports are filed/distributed as soon after the incident as possible.</li> </ul>



<ul style="list-style-type: none"> <li>Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of library equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Prompt and appropriate actions are taken in response to any accident or incident.</li> <li>Reports are filed as soon after the conclusion of an accident or incident as is possible.</li> </ul>
<ul style="list-style-type: none"> <li>Interpret, analyze and respond to customer questions, comments and concerns in regard to library policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>All communications are handled promptly and courteously, and policies and procedures are explained in a helpful and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>Serve as the department's primary contact for individuals, groups and community agencies that have questions, concerns, or suggestions.</li> </ul>	<ul style="list-style-type: none"> <li>Communication is handled promptly and courteously.</li> </ul>
<ul style="list-style-type: none"> <li>As a member of the library's management team or as head of a library department, be aware of and pursue grant opportunities to fund library projects.</li> <li>Provide leadership in the grant process, including project conception; budget estimation; application writing; project implementation and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Grant dollars secured;</li> <li>Library goals achieved with support of grant funding.</li> </ul>
<b>Library Administration</b>	
<ul style="list-style-type: none"> <li>Attend and constructively participate in team or planning meetings as required by the Library Director.</li> </ul>	<ul style="list-style-type: none"> <li>Consistently attends meetings and contributes in a constructive and collegial spirit.</li> </ul>
<ul style="list-style-type: none"> <li>Participate in organizational planning and decision-making as a member of the library's Public Service Improvement Team.</li> </ul>	<ul style="list-style-type: none"> <li>Continuous updating of policies, progress on strategic plan goals, resolution of public service issues, development of service improvement proposals.</li> </ul>
<ul style="list-style-type: none"> <li>Participate in mutually beneficial community partnerships that support library programs, services and collections and solidify the library's role as a dynamic force in the Oshkosh community.</li> </ul>	<ul style="list-style-type: none"> <li>Community recognition received, number and type of new or continuing partnerships. Increased use of library resources due to the partnership. Report of impact of partnership on individual users.</li> </ul>
<ul style="list-style-type: none"> <li>Advocate for the needs of adults, including seniors and people with special needs, in library planning discussions.</li> </ul>	<ul style="list-style-type: none"> <li>Library planning takes needs of all adults into account.</li> </ul>
<ul style="list-style-type: none"> <li>Support and promote services and programs of Oshkosh Public Library, of other library departments and of other libraries within the Winnefox Library System.</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities to promote system member programs and services are seized when presented.</li> </ul>
<ul style="list-style-type: none"> <li>Report on goals, objectives and accomplishments of the department.</li> </ul>	<ul style="list-style-type: none"> <li>Regular reports are made to the appropriate individuals, committees, or other audiences.</li> <li></li> </ul>



<b>Collection development</b>	
<ul style="list-style-type: none"> <li>• Provide high-level monitoring and guidance of the library materials collections for adults; advise the library's materials selector(s) on gaps or needs for further development.</li> </ul>	<ul style="list-style-type: none"> <li>• Library materials collections for adults respond to community needs and demands; areas are emphasized or de-emphasized (built up or weeded down) based upon internal data and documented community needs / trends.</li> </ul>
<ul style="list-style-type: none"> <li>• As department head, supervise collection development activities of librarians who function as area subject specialists, including:               <ol style="list-style-type: none"> <li>1. Scheduling time for collection development tasks and projects; and</li> <li>2. Providing general oversight for the Local History and Genealogy collections and the digital collections.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Selectors report that they have adequate time to carry out collection development activities.</li> <li>• Materials that are out of date, obsolete or in poor condition are de-selected at a steady pace over the course of the year.</li> </ul>
<ul style="list-style-type: none"> <li>• Act in the role of Subject Specialist for assigned section(s) of the library materials collection, including:               <ol style="list-style-type: none"> <li>1. maintaining familiarity with collection section assigned;</li> <li>2. looking for gaps or weakness in the assigned area and suggesting titles that would improve it;</li> <li>3. staying current on trends in the assigned area through other appropriate media;</li> <li>4. assisting with updating and maintaining collection development policy statements covering the assigned area;</li> <li>5. using marked up review journals to monitor new materials being selected by the Materials Selection Librarian, and suggesting important titles that may have been missed;</li> <li>6. reviewing standing orders lists to ensure that key authors or series are included;</li> <li>7. weeding to keep the collection current and responsive to the needs of the community.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Collection areas are developed (materials acquired and deselected) to respond to the needs of the community;</li> <li>• Collection is developed consistent with policy;</li> <li>• Turnover rate goals are set and collection circulates near the rate called for in the goal.</li> </ul>
<b>Library services for adults</b>	
<ul style="list-style-type: none"> <li>• Organize and implement new library services; improve existing services;</li> <li>• Phase out services that are not achieving adequate results in terms of the library's mission and goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify new or revised services.</li> <li>• Identify services to be phased out.</li> </ul>
<ul style="list-style-type: none"> <li>• Supervise library efforts to provide education and assistance to adults in the use of digital technologies. The department head and other members of the department may be called</li> </ul>	<ul style="list-style-type: none"> <li>• Technology education and assistance is delivered in a confident, courteous and helpful manner.</li> <li>• Technology information delivered to</li> </ul>

<p>upon to help customers carry out any of the following tasks:</p> <ol style="list-style-type: none"> <li>1. Use Microsoft Office products (Word, Power Point, Excel).</li> <li>2. Create and use a web-based email account.</li> <li>3. Use social media web sites like Facebook or YouTube.</li> <li>4. Write a resume.</li> <li>5. Print a web page or image file.</li> <li>6. Locate a website.</li> <li>7. Locate and complete an online job application.</li> <li>8. Use library-purchased online knowledge resources, such as magazine databases, auto repair manuals, language-learning tools, genealogy databases, etc.</li> <li>9. Use portable devices for reading eBooks or listening to digital audiobooks.</li> </ol>	<p>customers is current and accurate.</p>
<ul style="list-style-type: none"> <li>• Perform basic computer software, hardware or printer troubleshooting, and refer more complex problems to trained IT support staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer inconvenience due to technology problems is minimized.</li> <li>• Complex problems are promptly forwarded to IT support staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Supervise operation of the library's interlibrary loan service; set up procedures, standards and record-keeping.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers have access to materials borrowed from libraries outside of the Winnefox Library System.</li> <li>• Interlibrary borrowing of materials proceeds efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate department efforts to provide information and services to adults via the library's web site; delegate maintenance, update and monitoring tasks to department employees; use content management system (Drupal) to carry out web site maintenance and update tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Web site information for adults is current and accurate.</li> <li>• Web site services for adults are adequately described, easily found, and easy to use.</li> <li>• Web site use statistics are gathered and reported monthly.</li> </ul>
<p><b>Library programs for adults</b></p>	
<ul style="list-style-type: none"> <li>• Coordinate library programming for adults, including performing and/or delegating any of the following tasks: <ol style="list-style-type: none"> <li>1. Plan the content of programs with library staff or outside presenters.</li> <li>2. Book meeting rooms.</li> <li>3. Work with the Head of Library Development to promote programs.</li> <li>4. Host programs</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Programs are offered to adults that support the library's mission and goals.</li> </ul>



<ul style="list-style-type: none"> <li>• Serve as the library's primary contact person for individuals, groups and community agencies that make suggestions and/or inquiries concerning programs, exhibits, displays, or library materials for adults.</li> </ul>	<ul style="list-style-type: none"> <li>• All communication is handled promptly and courteously.</li> </ul>
<p><b>Continuing education</b></p>	
<ul style="list-style-type: none"> <li>• Continually refresh knowledge of areas of professional expertise as well as issues and trends in public librarianship.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal and professional development goals are set in the annual performance review with the Library Director.</li> <li>• Progress toward development goals is demonstrated during performance review meetings.</li> </ul>

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Commitment to helping adults and teens progress on their lifelong learning journey.
- Knowledge of current practices and developing trends in librarianship, specifically the areas pertaining to collections, programs and services for adults in the general public.
- Knowledge of the WALS integrated library automation system, specifically the online public access catalog (OPAC) module; and the major features of the circulation module.
- Knowledge of principles and practices of library management and administration.
- Knowledge of principles and practices of personnel management.
- Coaching skills, including the ability to clearly and patiently explain how and why department tasks are to be performed.
- Thorough knowledge of library policies, procedures and rules; ability to explain them clearly to department employees.
- Knowledge of the library's materials fund expenditure patterns.
- Above average computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation). Skill in the operation of library automation software, and web browser software, content management software for the public web site and internal blogs;
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks for oneself and department employees; ability to effectively delegate tasks to maximize the productivity of the department.
- Skill in communicating effectively and sensitively with people from diverse backgrounds; successfully negotiating situations where customers – whether external or internal -- are upset.
- Ability to adapt to change; willingness to teach and learn new ways of doing things, including new technologies.

### **REQUIRED EDUCATION AND/OR EXPERIENCE**

Master's Degree in Library Science (MLS) from a program accredited by the American Library Association (ALA).

Five years of experience working in a library reference and/or adult services department.

Experience supervising employees or providing leadership to task teams or projects.

## **TOOLS AND EQUIPMENT USED**

Typical office equipment, computers and software including computer workstation, calculator, fax machine, photocopier, telephone, and printers. Also, equipment necessary for providing library collections, programs and services in a developing environment of networked digital information transfer: projectors, flash drives, portable devices for reading ebooks and listening to downloadable audiobooks, digital cameras, and mobile theater systems.

Building security systems including fire safety equipment

## **PHYSICAL DEMANDS**

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

While performing the duties of this position, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Position requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is moderate. Most work is indoors.

Occasionally, when acting as a member of the library's management team, the person in this position may be called upon to perform duties to assure the health or safety of others that fall well outside the typical tasks of the position. For example, the person in this position may be called upon to clean up blood or other bodily fluids (while taking proper precautions against infection by blood-borne pathogens); shovel snow; or salt an icy sidewalk.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above 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.

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



## Oshkosh Public Library Position Description

**Position:** Head of Children's and Family Outreach Services

**Classification:** Managing Librarian

**Department:** Children's and Family Outreach Services

**Date:** July 2015

### GENERAL PURPOSE

This person in this position manages the staff and services of the Children's and Family Outreach Services Department. These services are intended to meet the developing literacy needs and other informational needs of children, aged birth through 18, as well as to provide resources and information to parents, caregivers and teachers who work with them.

**Supervision** Library Director

**Salary Matrix Level** G

### Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
<b>Manage Children's and Family Outreach Services Department Staff</b>	
<ul style="list-style-type: none"> <li>Lead efforts to recruit highly qualified, highly motivated individuals to fill any vacancies that may occur in the department.</li> </ul>	<ul style="list-style-type: none"> <li>Vacancies are filled by employees who successfully perform required tasks.</li> </ul>
<ul style="list-style-type: none"> <li>Schedule department employees to maximize services, as well as to give employees sufficient notice to schedule activities outside of work.</li> </ul>	<ul style="list-style-type: none"> <li>Staff are available to provide service to internal and external customers.</li> <li>Staff with planning and programming duties are able to complete these responsibilities during work hours.</li> <li>There is adequate service desk coverage as well as back-up coverage.</li> <li>Staff report that they receive schedules in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>Supervise ongoing work of the department employees, including: Giving direction, assisting with prioritizing, coaching, advising on library policy, communicating information and developments of the department to appropriate library staff.</li> </ul>	<ul style="list-style-type: none"> <li>Staff reports that their supervisor is available to provide direction, guidance and advice.</li> <li>Staff reports that their supervisor responds to questions and requests in a timely fashion.</li> <li>Staff report that they are adequately informed of developments within and outside the library.</li> </ul>

<ul style="list-style-type: none"> <li>Assign specific tasks or projects to individual employees to meet plan goals and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Department goals and objectives are met on schedule.</li> </ul>
<ul style="list-style-type: none"> <li>Continuous improvement of workflow</li> </ul>	<ul style="list-style-type: none"> <li>Document and report improvements.</li> </ul>
<ul style="list-style-type: none"> <li>Review position descriptions annually</li> </ul>	<ul style="list-style-type: none"> <li>Report on position updates.</li> </ul>
<ul style="list-style-type: none"> <li>Perform staff evaluations annually</li> </ul>	<ul style="list-style-type: none"> <li>Complete annual evaluations and hold mid-year check-in conferences.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that staff receives continuing education or other training needed to perform their duties and responsibilities at a high level.</li> </ul>	<ul style="list-style-type: none"> <li>Staff reports a high confidence level in their skills and knowledge required to perform their duties and responsibilities.</li> </ul>
<ul style="list-style-type: none"> <li>Encourage continuing development of personal and professional skills and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>There is a shared understanding of each employee's goals, and strategies are developed during the course of evaluations as well as regular supervision.</li> </ul>
<ul style="list-style-type: none"> <li>Solicit input from department employees for improvements in the collections, services and programs.</li> </ul>	<ul style="list-style-type: none"> <li>Employees report that their feedback and ideas are important to developing department services.</li> </ul>
<ul style="list-style-type: none"> <li>Document violations of policy and procedure, and when necessary, discipline employees.</li> </ul>	<ul style="list-style-type: none"> <li>Document violations and all actions taken to counsel or correct employee behavior that is contrary to library policy or procedure.</li> </ul>
<ul style="list-style-type: none"> <li>Plan and supervise the work of CFOS volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Volunteers report that their work and time as a library volunteer is valued.</li> <li>Volunteers report that they have a clear understanding of projects given to them.</li> </ul>
<ul style="list-style-type: none"> <li>Accept students for Library Science internships when the department schedule allows.</li> <li>With the student's participation, determine the projects and experiences the internship will include.</li> </ul>	<ul style="list-style-type: none"> <li>The Library Science student gains hands-on experience with a variety of professional-level tasks commonly performed in a library youth department.</li> </ul>
<b>General Departmental and Library Operations</b>	
<ul style="list-style-type: none"> <li>Provide professional reader's advisory and reference service to patrons.</li> <li>Use expertise to serve as advisor for these services to co-workers and projects requiring this skill and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>Patrons will receive current, expert knowledge of materials that meet their informational needs.</li> <li>Co-workers and other staff will receive current, expert content for bibliographies and other projects or inquiries regarding youth services.</li> <li>All required and customary output measures are recorded.</li> </ul>
<ul style="list-style-type: none"> <li>Cover CFOS public service desk as needed.</li> </ul>	<ul style="list-style-type: none"> <li>Service provided to internal and external customers is consistently accurate and timely.</li> </ul>
<ul style="list-style-type: none"> <li>Fill in for department employees during vacations, illness, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Time-sensitive tasks are completed on time despite the absence of an employee.</li> </ul>
<ul style="list-style-type: none"> <li>Conduct library tours and instruct groups on the use of the library.</li> </ul>	<ul style="list-style-type: none"> <li>Visiting groups will have a basic understanding of the layout and orientation of materials and collections.</li> </ul>
<ul style="list-style-type: none"> <li>Assist with building security, including:</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate assistance and actions are</li> </ul>



<p>disabling and enabling alarms, lost children, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice.</p>	<p>provided by library staff to ensure the public's safety and health while using the library.</p>
<ul style="list-style-type: none"> <li>Enforce library policies, procedures and rules. Complete necessary reports in case of accident, disturbances, injury, theft of library property, or inappropriate use of library equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Prompt and appropriate actions are taken in response to any accident or incident.</li> <li>Reports are filed/distributed as soon after the incident as possible.</li> </ul>
<ul style="list-style-type: none"> <li>Interpret, analyze and respond to customer questions, comments and concerns in regard to library policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>All communications are handled promptly and courteously, and policies and procedures are explained in a helpful and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>Serve as the department's primary contact for individuals, groups and community agencies that have questions, concerns, or suggestions.</li> </ul>	<ul style="list-style-type: none"> <li>Communication is handled promptly and courteously.</li> </ul>
<p><b>Library Administration</b></p>	
<ul style="list-style-type: none"> <li>Attend and constructively participate in team or planning meetings as required by the Library Director.</li> </ul>	<ul style="list-style-type: none"> <li>Consistently attends meetings and contributes in a constructive and collegial spirit.</li> </ul>
<ul style="list-style-type: none"> <li>Participate in organizational planning and decision-making as a member of the library's Public Service Improvement Team.</li> </ul>	<ul style="list-style-type: none"> <li>Continuous updating of policies, progress on strategic plan goals, resolution of public service issues, development of service improvement proposals.</li> </ul>
<ul style="list-style-type: none"> <li>Participate in mutually beneficial community partnerships that support library programs, services and collections, and that solidify the library's role as a dynamic force in the Oshkosh community.</li> <li>Liaison to schools and community and community groups that serve children and families.</li> </ul>	<ul style="list-style-type: none"> <li>Community recognition received, number and type of new or continuing partnerships. Increased use of library resources due to the partnership. Report of impact of partnership on individual users.</li> </ul>
<ul style="list-style-type: none"> <li>Advocate for the needs of children and teens, including those with special needs, in library planning discussions.</li> </ul>	<ul style="list-style-type: none"> <li>Library planning incorporates needs of children and families.</li> </ul>
<ul style="list-style-type: none"> <li>Support and promote the services and programs of the Oshkosh Public Library and of other libraries within the Winnefox System.</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities to promote system member programs and services are seized when presented.</li> </ul>
<ul style="list-style-type: none"> <li>Report on goals, objectives and accomplishments of the department.</li> </ul>	<ul style="list-style-type: none"> <li>Regular reports are made to the appropriate individuals, committees, or other audiences.</li> </ul>
<p><b>Collection Development</b></p>	
<ul style="list-style-type: none"> <li>Supervise maintenance of existing collections to ensure a depth and breadth of subjects and interests that meet the needs of a diverse community of children, teens and their families. This includes shaping collections by</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that staff responsible for collection maintenance duties have adequate time to keep collection looking attractive, and relevant to users.</li> </ul>

<p>requesting supplemental materials to round out the titles ordered by the library selector, as well as deselection of outdated and undesirable items.</p>	
<ul style="list-style-type: none"> <li>• Act in the role of Subject Specialist for assigned section(s) of the library materials collection, including:             <ol style="list-style-type: none"> <li>1. maintaining familiarity with collection section assigned;</li> <li>2. looking for gaps or weakness in the assigned area and suggesting titles that would improve it;</li> <li>3. staying current on trends in the assigned area through other appropriate media;</li> <li>4. assisting with updating and maintaining collection development policy statements covering the assigned area;</li> <li>5. using marked up review journals to monitor new materials being selected by the Materials Selection Librarian, and suggesting important titles that may have been missed;</li> <li>6. reviewing standing orders lists to ensure that key authors or series are included;</li> <li>7. weeding to keep the collection current and responsive to the needs of the community.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Collection areas are developed (materials acquired and deselected) to respond to the needs of the community;</li> <li>• Collection is developed consistent with policy;</li> <li>• Turnover rate goals are set and collection circulates near the rate called for in the goal.</li> </ul>
<ul style="list-style-type: none"> <li>• Request replacements for high demand items in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Decisions as to whether to replace an item/s are made on a monthly basis after items have been reported missing, damaged, withdrawn, etc.</li> </ul>
<p><b>Library Services for Children</b></p>	
<ul style="list-style-type: none"> <li>• Organize and implement new services for children, teens and their families. Improve existing services.</li> <li>• Phase out services that are not achieving adequate results in regard to the library's mission and goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Youth and families will be engaged in high quality literacy and learning experiences. They will be inspired to make literacy and learning a ubiquitous part of their children's growth.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage overall program offerings within the department.</li> <li>• Supervise library efforts to provide education and assistance to children and teens in the use of digital technologies. The department head and other members of the department may be called upon to help customers carry out any of the following tasks:             <ol style="list-style-type: none"> <li>1. Microsoft Office Software</li> <li>2. Web-based email</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Technology assistance is offered in a confident, helpful, accurate manner.</li> </ul>



<ul style="list-style-type: none"> <li>3. Social media sites</li> <li>4. Basic skills to write a report</li> <li>5. Print a webpage or image file</li> <li>6. Locate a website</li> <li>7. Complete an online job application</li> <li>8. Using library databases and research tools</li> <li>9. Using library resources on portable devices</li> </ul>	
<ul style="list-style-type: none"> <li>• Perform basic computer software, hardware or printer troubleshooting. Refer more complex issues to IT staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer inconvenience due to technology issues is minimized.</li> <li>• Complex issues are promptly forwarded to IT staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate department efforts to provide department information and services via the library's website. Delegate maintenance, updating and monitoring to department employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Website information is current and accurate.</li> <li>• Service and program descriptions on website are adequately described, easily found and easy to use.</li> </ul>
<b>Library programs for children and caregivers</b>	
<ul style="list-style-type: none"> <li>• Design research-based literacy and other educational programs to target a broad demographic range of youth and families.</li> </ul>	<ul style="list-style-type: none"> <li>• The content of programs offered meets the mission and goals of the library.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate presenters, space, materials, publicity, and other resources needed to provide programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Program arrangements are completed in advance.</li> </ul>
<ul style="list-style-type: none"> <li>• Present programs as appropriate when expertise fits the program content.</li> </ul>	
<ul style="list-style-type: none"> <li>• Serve as the department's primary contact for individuals, groups and community agencies that have questions, concerns or suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Communication is handled promptly and courteously.</li> </ul>

## KNOWLEDGE, SKILLS AND ABILITIES

Ability to establish priorities and manage multiple tasks.

Proficiency with standard PC applications, including Microsoft Office.

Knowledge of a variety of technologies used in libraries.

Experience with presentation and A/V equipment.

Good verbal and written communication skills, including public speaking, in English.

Excellent interpersonal skills.

Ability to work as a member of a close-knit team.

## REQUIRED EDUCATION AND/OR EXPERIENCE

Master's degree in library science from an ALA accredited library school.

## **TOOLS AND EQUIPMENT USED**

Personal computers, printers, photocopier machines, telephone, projectors, CD player, other computer-related equipment.

## **PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee is frequently required to stand for up to eight hours; talk and hear; use hands to dial, handle, or feel, objects or controls; and reach with hands or arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to push carts and lift boxes weighing up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as monitoring a booth at a community event or presenting an outreach program.

Minimal travel may be required for performing outreach programs, site visits, and professional development activities.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above 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.

The job 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 requirement of the job change.