

Oshkosh Public Library Position Description

Position: Assistant Director for Public Services
Classification: Administrative Librarian
Department: Administration
Date: September 2020

General Purpose

The person in this position provides administrative and professional assistance to the Library Director in the direction and supervision of the library and serves as Department Head of First Floor Public Services. 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; public services; budget and finance; staff development and training; and planning. As Department Head, the person in this position supervises, trains, schedules and directs the activities of para-professional staff to provide continuous desk coverage and customer service on the first floor. Work includes shifts on the customer service desk, advising the Library Director on policies and procedures and assisting with planning, organizing and implementing library services for adults.

Supervision: Library Director
Supervises: Head of Information Services, Public Services Operations Manager, Circulation Operations Manager, Teen Librarian, Library Assistant II
Salary Matrix Level: H

Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
Administration	
<ul style="list-style-type: none"> Administer the library in the absence of the Director. 	<ul style="list-style-type: none"> Operational decisions that are time-sensitive are made and implemented in the absence of the Director.
<ul style="list-style-type: none"> Work closely with the Director, Assistant Director for Library Development and other library managers to develop and implement library budgets. 	<ul style="list-style-type: none"> Director and other managers receive timely assistance with budget development and implementation.
<ul style="list-style-type: none"> Work closely with the Director, Assistant Director for Library Development and other library managers to coordinate long-rang plan development and implementation for the library. 	<ul style="list-style-type: none"> Plan development and execution receives full, active support of the Director and Library Board.
<ul style="list-style-type: none"> Work closely with the Director and other library managers to recommend, develop, and implement policies and procedures. 	<ul style="list-style-type: none"> 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.

<ul style="list-style-type: none"> Handle questions and complaints from the public in regard to library policies and procedures. 	<ul style="list-style-type: none"> 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).
<p>Administration – Human Resources</p>	
<ul style="list-style-type: none"> Participate in the recruitment, interviewing, selection and hiring of management staff and of other staff as needed. 	<ul style="list-style-type: none"> Vacancies are filled by employees who successfully perform the tasks required.
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> New employees report that they feel confident and well-informed about policies, procedures, salary and benefits matters.
<ul style="list-style-type: none"> Act as a resource person to library employees in salary and benefits matters; liaison with city employees on behalf of library employees as needed. 	<ul style="list-style-type: none"> Employees report that they received a response to questions or requests for information in a timely fashion.
<p>Public Services</p>	
<ul style="list-style-type: none"> Directly supervise the work of the Head Information Services, Teen Librarian, and Operation Managers including: <ol style="list-style-type: none"> giving direction of particular tasks to be performed; assisting in prioritizing tasks; providing coaching or task correction as needed; advising on general library policy or procedure as needed; 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 evaluating work performance. 	<ul style="list-style-type: none"> Head of IS, Teen Librarian and Operation Managers report that supervisor is available to provide direction, guidance and coaching when needed. Head of IS, Teen Librarian and Operation Managers report that supervisor responds to questions or requests for information in a timely fashion. Head of IS, Teen Librarian and Operation Managers report that they are adequately informed about developments inside and outside of the library. Public services problems and opportunities are constructively discussed and strategies to proactively address them are formulated.
<ul style="list-style-type: none"> Represent OPL interests in WALS (Winnefox Automated Library Services) discussions pertaining to circulation policies and procedures; OPAC functionality; and customer services. 	<ul style="list-style-type: none"> OPL concerns and views are expressed as required.
<ul style="list-style-type: none"> Assist and provide support in the planning of library programming. 	<ul style="list-style-type: none"> Attend and participate in Program Team meetings.
<ul style="list-style-type: none"> Support and promote services and programs of Oshkosh Public Library, of other library departments and of other libraries within the Winnefox Library System. 	<ul style="list-style-type: none"> Opportunities for support and/or promotion of area libraries are seized when presented.

<ul style="list-style-type: none"> • Provide staff leadership and management presence during an accident, incident, customer confrontation or building emergency. 	<ul style="list-style-type: none"> • Library employees know to whom to look for direction and leadership in a crisis.
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Appropriate assistance and actions are provided by library staff to ensure the publics' safety and healthy while using the library.
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Prompt and appropriate actions are taken in response to any accident or incident. • Reports are filed as soon after the conclusion of an accident or incident as is possible.
Collection Development	
<ul style="list-style-type: none"> • Act in the role of Subject Specialist for assigned section(s) of the library materials collection, including: <ol style="list-style-type: none"> 1. maintaining familiarity with collection section assigned; 2. looking for gaps or weakness in the assigned area and suggesting titles that would improve it; 3. staying current on trends in the assigned area through other appropriate media; 4. assisting with updating and maintaining collection development policy statements covering the assigned area; 5. using marked up review journals to monitor new materials being selected by the Head of Collection Development, and suggesting important titles that may have been missed. 	<ul style="list-style-type: none"> • Collection areas are developed (materials acquired and deselected) to respond to the needs of the community; • Collection is developed consistent with policy; • Turnover rate goals are set and collection circulates near the rate called for in the goal.

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.

September 2020