

## Oshkosh Public Library Position Description

**Position:** Head of Information Services

**Classification:** Managing Librarian

**Department:** Information Services

**Date:** July 2019

### General Purpose

The Information Services Department assists adults and teens by helping connect them with reliable information on any topic. The Information Services Department provides information via the Reference Service Desk on the library's second floor; online resources; public programs both inside and outside of the library building; and outreach opportunities in the wider community. The Head of Information Services is the leader and manager of this department. The person in this position is responsible for aligning the provision of information services with the library's strategic goals and for managing the department's staff resources to effectively provide these services. The Head of Information Services is a member of the library's management team and the leader of the library's Public Programming Team.

**Supervision** Assistant Director for Public Services

**Supervises** Public Services Librarians; Public Services Assistants

**Salary Matrix Level** H

### Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
<b>Manage Information Services Staff</b>	
<ul style="list-style-type: none"> <li>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>Ensure that new staff members receive thorough orientation to and training for the tasks required of them.</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>Within the department, lead efforts to more fully engage staff with the library's strategic vision, mission, and goals.</li> <li>Collaborate with library leadership and management team to make employee engagement efforts more effective.</li> </ul>	<ul style="list-style-type: none"> <li>Staff demonstrates knowledge of the library's strategic vision, mission, and goals.</li> <li>Staff are able articulate their roles in furthering the library's strategic vision, mission, and goals.</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure that staff are provided with opportunities for continuing education and training to help them perform their duties and responsibilities at a high level.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff reports that they are aware of CE and training opportunities available to them.</li> <li>• Staff reports that their supervisor helps them take advantage of CE and training opportunities.</li> </ul>
<ul style="list-style-type: none"> <li>• Encourage continuing development of employees' personal and professional skills and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisor and employee have a shared understanding of employee's goals.</li> <li>• Supervisor and employee develop strategies to achieve employee goals.</li> </ul>
<ul style="list-style-type: none"> <li>• Supervise ongoing work of department staff, including: giving direction, assisting with prioritization, coaching, advising on library policy, linking library strategic plan to the work of the department; and 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>• Collaborate with the Public Services Operations Manager to ensure that all Information Services activities are adequately and appropriately staffed.</li> <li>• Support the Public Services Operations Manager in creating and managing schedules in order to maximize service and to provide employees with sufficient notice to be able to schedule activities outside of work.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate staff are available to provide service to all internal and external customers.</li> <li>• Staff complete planning and programming tasks during work hours.</li> <li>• There is adequate service desk coverage as well as back-up coverage.</li> <li>• Public programs are adequately staffed.</li> <li>• Community outreach activities are adequately staffed.</li> <li>• Staff report that they receive schedules in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Assign tasks or projects to individual employees to meet strategic plan goals and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Department tasks or projects are completed on schedule.</li> </ul>
<ul style="list-style-type: none"> <li>• Work with department staff to continuously improve task workflow.</li> </ul>	<ul style="list-style-type: none"> <li>• Document and report workflow 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>• 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,</li> </ul>	<ul style="list-style-type: none"> <li>• Document violations and all actions taken to counsel or correct employee behavior that is</li> </ul>

and when necessary, discipline employees.	contrary to library policy or procedure.
<b>Information Services Department and Library Operations</b>	
<ul style="list-style-type: none"> <li>• Monitor trends in the provision of public library information services; initiate, advocate for and lead improvements to OPL Information Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate thorough knowledge of trends in provision of public library Information Services.</li> </ul>
<ul style="list-style-type: none"> <li>• Spend enough time performing the front-line work of the department to be thoroughly familiar with the tasks and with the work performance of staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates thorough knowledge of department tasks and staff performance.</li> </ul>
<ul style="list-style-type: none"> <li>• Monitor provision of Information Services to external and internal customers; work to ensure high quality of service.</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>• Ensure continuity of service when department employees are on vacation or ill.</li> </ul>	<ul style="list-style-type: none"> <li>• Time-sensitive duties are completed despite employee absences.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide management presence and leadership 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 publics' 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>
<h3><b>In-Library Information Services</b></h3>	
<ul style="list-style-type: none"> <li>• Establish and maintain guidelines for providing on-demand Information Services to customers from public service points on the Library's first and second floors.</li> <li>• Oversee training and coaching of Public Services Department staff on Information Services guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidelines lay out principles that balance customer demand with resource availability and equitable use of library resources.</li> <li>• Library employees understand their roles in providing in-Library Information Services.</li> <li>• Library employees understand the principles behind the Information Services guidelines and confidently use their judgement to apply them in practice.</li> </ul>
<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>
<h3><b>Online Information Services</b></h3>	
<ul style="list-style-type: none"> <li>• Evaluate current and potential subscriptions to online Information Services paid for by OPL.</li> </ul>	<ul style="list-style-type: none"> <li>• Online information services subscriptions are started or continued based upon sound data and analysis.</li> </ul>
<ul style="list-style-type: none"> <li>• Work to increase Public Services staff knowledge of the range of online information services available to customers (including OPL-paid services, Badgerlink, and any services paid for by Winnefox).</li> </ul>	<ul style="list-style-type: none"> <li>• Staff demonstrate knowledge about online information service offerings and readily share this knowledge with customers.</li> </ul>
<ul style="list-style-type: none"> <li>• Work to increase public awareness and use of online information services.</li> <li>• Monitor and report upon use and impact of</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a trend of increased use of online information resources.</li> </ul>

online information sources.	
<b>Inter-library Loan</b>	
<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>
<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 Head of Collection Development 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>
<b>Public Programs</b>	
<ul style="list-style-type: none"> <li>Collaborate with the Head of Children’s and Family Outreach Services to lead the OPL Public Programs Team. The team will produce coordinated plans for public program offerings throughout the year.</li> </ul>	<ul style="list-style-type: none"> <li>Public program plans are produced and communicated widely within the organization.</li> </ul>
<ul style="list-style-type: none"> <li>With the advice of the members of the Public Programs Team, decide which programs for adults and teens will be included in upcoming public program plans.</li> </ul>	<ul style="list-style-type: none"> <li>Decisions about program plans emerge from robust discussion, rooted in the strategic vision, mission, and goals.</li> </ul>
<ul style="list-style-type: none"> <li>Assign public program support tasks to Public Services employees; collaborate with the Head of CFOS and the rest of the management team to assign tasks for public programs requiring cross-departmental or organization-wide effort.</li> </ul>	<ul style="list-style-type: none"> <li>Program support roles are clearly defined and communicated.</li> <li>Employees have a clear understanding of their roles in supporting public programs.</li> <li>Public program events occur smoothly, with few miscommunications or logistical missteps.</li> </ul>
<ul style="list-style-type: none"> <li>Collaborate with the library’s Marketing staff to develop effective promotion strategies and consistent messaging to attendees.</li> </ul>	<ul style="list-style-type: none"> <li>Marketing staff receive timely, accurate, and properly formatted information about public program plans.</li> <li>Library staff introducing public programs are supplied with informational talking points for that and other programs.</li> </ul>
<ul style="list-style-type: none"> <li>Collaborate with the library’s Marketing staff to assess community needs; use data from these assessments to inform public program planning</li> </ul>	<ul style="list-style-type: none"> <li>Public program plans reflect results of market research.</li> </ul>

decisions.	
<ul style="list-style-type: none"> <li>• Implement procedures for measuring, assessing and reporting the impact of the library’s public programs.</li> <li>• Develop output and outcome measures of public program impact; collect and analyze anecdotal information about impact (stories).</li> </ul>	<ul style="list-style-type: none"> <li>• Collection, assessment and reporting of data on impact of public programs is routine.</li> <li>• Program impact analysis becomes part of the ongoing public programs planning process.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop and maintain guidelines for working with outside partners to offer public programs; as appropriate, integrate outside partners into the public program planning cycle; collaborate with outside partners to establish impact goals for such programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Partner collaborations result in richer, more impactful public program offerings from the library.</li> <li>• Impact goals are met or exceeded.</li> </ul>
<b>Community Outreach</b>	
<ul style="list-style-type: none"> <li>• Oversee library community outreach efforts aimed at educating the public about library offerings and persuading them to take advantages of the benefits offered.</li> </ul>	<ul style="list-style-type: none"> <li>• Library community outreach efforts run smoothly.</li> </ul>
<ul style="list-style-type: none"> <li>• Oversee implementation of procedures for measuring, assessing and reporting the impact of the library’s public programs.</li> <li>• Oversee development of output and outcome measures of public program impact; collect and analyze anecdotal information about impact (stories).</li> </ul>	<ul style="list-style-type: none"> <li>• Collection, assessment and reporting of data on impact of community outreach efforts is routine.</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>
<b>Continuing education</b>	
<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 reference and information services, public programs and services for teens and adults in the general public.
- Knowledge of the use of integrated library automation system, especially online public access catalogs (OPACs) modules.
- 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.
- A commitment to mentoring employees; a desire to help library employees develop their professional and personal knowledge, skills and abilities.
- 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).

Three to 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.

Experience planning and executing programs or events.

## **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; however, when called upon to represent the library in a community outreach capacity, the person in this position may encounter variable noise levels and work environments, including outdoor settings.

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.