

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Information Services Assistant Manager **DEPT.:** Information Services
REPORTS TO: Information Service Department Manager **CLASSIFICATION:** Exempt

Objective:

Assist in overseeing all aspects of the Information Services Department including operations, personnel, material, programs, and budget. Member of the Library's Management Team and as such participates in strategic planning and policy development. Performs responsibilities professionally and in accordance with the policies and procedures of the Library District.

Duties:

1. Interview, hire, train, supervise, coach, and evaluate staff while providing guidance, support, and leadership.
2. Serve as lead person in the department in the absence of, or as delegated by, the Manager.
3. Assist in overseeing departmental workflow and scheduling.
4. Support the Information Services Manager in the development, coordination and implementation of programs and services.
5. Provide reference and readers advisory assistance to patrons in person, on the telephone, or electronically (via chat or e-mail) using print and digital resources.
6. Instruct and assist patrons in the use of the library catalog, Express Checkout stations, databases, Internet, e-readers, tablets, and smartphones.
7. Plan, implement, and host programs and events.
8. Select and maintain materials for collections, including weeding, repairs, and discards.
9. Regularly read book reviews, publishers' catalogs, and research other information sources to identify materials to meet customer needs, enrich the library's collections, and recommend improvements.
10. Create reports, surveys, manuals, and other informational documents.
11. Gather, analyze and report statistical data.
12. Seek ways to incorporate process improvements.
13. Understand and enforce the Library's policies and procedures while safeguarding confidential and restricted information.
14. Effectively convey library policies and procedures to the public and staff.
15. Serve as person in-charge as scheduled.
16. Work collaboratively with other departments.
17. Participate in overall planning processes as a member of the Library's Management Team.
18. Participate in professional development by attending appropriate conferences, meetings, workshops, and seminars in order to maintain current expertise in appropriate areas.

19. Participate in library meetings and serve on library and/or community committees as assigned.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

MLS required

Experience:

Minimum 3 years related experience in a public library including a minimum of 1 year of supervisory experience preferred.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures
- Ability to read library material labels in order to comprehend and put in correct order
- Ability to alphabetize correctly and to understand numerical arrangement utilizing the decimal point (Dewey Decimal Classification)
- Ability to accurately retrieve information and materials from shelves

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment creating and following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and the Board
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher, and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Fluency in successfully searching library catalogs and research databases
- Experience with integrated library systems (Innovative Sierra preferred)
- Knowledge of, or ability to learn, website content management software (Drupal preferred), to contribute content to the Library's web sites
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

Legal

- Knowledge of federal, state and local laws as reflected in library policy.

Supervisory Responsibility:

Position has supervisory responsibility and overall supervisory responsibility when acting as person in-charge. Incumbent is responsible to direct employee(s) engaged in professional and paraprofessional library reference work. Interview, hire, review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies.

Contacts:

Internal:

Library staff, Management, and Trustees

External:

Patrons, vendors, other libraries, and the community

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision and keyboarding ability sufficient to adequately perform the job, and the ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

Working Conditions:

Work is performed in a typical library environment. Full-time position. Will require some weekend and evening work. Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.