

HEAD OF INFORMATION SERVICES

Department: Library
Division: Information Services
Appointing Authority: Library Director

Grade: 10
Revision Date: 3/10
Bargaining Unit: C

Definition:

Professional, administrative, and supervisory duties in the management and operation of the Information Services Department of a municipal library; including the development, planning, organizing, delivery, and evaluation of activities, operations and services; the implementation of effective procedures and processes; all other related work as required that is logical to the position.

Supervision:

Works under the policy direction of the Library Director and Trustees of the Library.

Reports directly to and works under the supervision of the Library Director but functions independently in accordance with departmental operating procedures. Special projects may be assigned by the Director or Assistant Director.

May generally supervise a varying number of employees, temporary employees, Library Pages, volunteers and/or interns.

Environment:

Varied work in a multi-task environment. Duties are performed under typical library/office conditions; operates standard library/office equipment.

Has continual contact with a diverse general public. Engages in varying levels of contact with co-workers, town employees, trustees, Friends of the Library, and community organizations.

Errors in reference duties may cause incorrect information to be disseminated and loss of time to find and correct mistakes. Errors in judgment or duties may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of library service for the town.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)*

Manages all aspects of the Information Services department, including reference services, obtaining materials from outside the C/W MARS network, managing print and electronic reference collections, overseeing Greenfield Room use and resources, community outreach and collaboration, and maintaining regularly scheduled coverage of the Information Desk. Establishes departmental goal to enhance the informational services offered, including the incorporation of emerging technologies. Trains and supervises Information Services staff; encourages initiative and ensures continuous development of the department. Assigns duties within department.

Provides information, reference, readers' advisory and research assistance to library users in direct consultation, by phone, email, instant messaging or other emerging technologies. Effectively researches questions of varying complexity for patrons, using library materials, electronic and Internet sources, and community resources. Adjusts responses appropriately based on age and educational background of library users; confers with other professionals on questions that are complex or specialized in nature. Provides referrals to other libraries, sources, agencies, etc. when necessary. Maintains accurate and timely statistics on usage of information services and electronic resources.

Assists patrons in learning about library resources and services for independent use and research by providing informal instruction in the use of such resources (e.g. C/W MARS catalog, Virtual Catalog, Internet, electronic databases); developing and distributing informative handouts on library materials, services, reading lists, web resources, etc.; and conducting formal training sessions both within and outside the library on how to use computers, databases and the Internet to research information. Provides training to library staff, as needed, to keep staff updated on new procedures, information sources, and technologies.

Maintains a welcoming environment at the library's Information Desk. Models good customer service practices at all times. Anticipates problems and takes steps to devise and implement solutions. Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Responsible for budgeting, evaluation, selection and purchasing of the reference collection, including print, non-print, and electronic information sources. Works collaboratively with other reference staff to identify reference materials that meet community needs and interests. Maintains high level of awareness of new databases, web and electronic resources, and makes recommendations for purchase, lease, etc. Contributes to development and selection of the adult circulating collection for general use. Alerts other selectors to library materials within their area of responsibility to be considered for the circulating collection.

Responsible for basic troubleshooting of public computers and other electronic equipment used by the public while assigned to the Information Desk and when other staff is not available. Troubleshoots computer software (e.g. print management, reservations software) and computer connections (e.g. cable, wireless, C/W MARS) as needed to ensure satisfactory public access. Investigates and reports on new technologies and software for use by patrons and staff, including potential impact on changing patron behaviors. Makes recommendations on changes to services, policies, or procedures that will better enable and encourage use of technology among library patrons. Contributes to the development and updating of the library website and other online tools in support of information, reference, and recreational reading aims.

Promotes library reference & information services and readers' advisory services to the community in a variety of formats (newspaper articles, website, special programs, etc.). Collaborates with other libraries and community agencies in the area on information/reference-related projects and programs that benefit Greenfield users. Offers outreach information services to the Greenfield community, bringing library resources beyond the building to target underserved segments of the population.

Works with the Library Director to identify and execute special projects that may include designing and conducting surveys, writing and administering grants and hiring and overseeing contract employees.

Oversees use of the Greenfield Room and local history materials. Responsible for budgeting, selection and purchase of both circulating and non-circulating local history & genealogy material, including print and non-print sources. Develops policies and procedures for effective use of these materials. Identifies materials in

poor condition and makes recommendations regarding preservation or replacement. Promotes local history & genealogy resources in print and on the website. Collaborates with local government and community groups to identify and assess materials not owned by GPL. Maintains accurate and timely statistics on usage of local history resources. These duties will be primarily supervisory and advisory in nature if the full-time Assistant Head of Information Services position is filled.

Responsible for developing, and implementing policies and procedures pertinent to information services. Evaluates and amends information services procedures or processes that are inefficient, ineffective, outmoded, or adversely affect customer service to maintain efficiency of the department and take advantage of new technologies. Contributes towards development of general library policies or procedures to improve overall operational functioning.

Attends workshops and conferences that enhance library skills relevant to this position. Participates in network and regional library committees, as time and schedule permit. Represents the Library at appropriate professional meetings and conferences as requested.

Assists in formulating, revising, and implementing library policies and procedures, and interprets such policies and procedures as necessary.

Minimum Qualifications:

Education and Experience:

Masters in Library Science from an accredited institution; three years of public library experience working in a reference/information services position; or, a combination of education and experience that enables performance of all aspects of the position. Supervisory experience required.

Must demonstrate track record of responsibility, interest and appropriate skills in the context of formal organizations. Prefer experience in developing instructional materials and in providing library instruction in a group setting.

Knowledge, Ability and Skill:

Requires demonstrated proficiency with computers including networked computers, Windows, word processing, spreadsheets, and email; automated catalogs, electronic databases and the Internet. Requires knowledge of reference and information sources in all formats including search and evaluation techniques; must possess effective communication and training techniques.

Demonstrated ability to operate in an effective, tactful and courteous manner with members of the general public, both children and adults, on a daily basis; and to be flexible in a dynamic environment and at ease with interruptions.

Demonstrated ability to organize and prioritize work projects; develop effective work processes; work independently or semi-autonomously; and implement and interpret goals, objectives, policies and procedures of the library as required in order to provide quality service.

Demonstrated ability to establish and maintain effective, collaborative and positive working relationships with library staff; communicate effectively; and work cooperatively with other divisions, departments and elected or appointed officials.

Must maintain confidentiality of sensitive information and demonstrate a commitment to engage independently in continuing professional development.

Must perform all aspects of job responsibilities with honesty and integrity.

Ability to work accurately with close attention to detail in reading, writing, spelling and performing basic math functions; ability to express ideas clearly and concisely, orally and in writing ; ability to multi-task; ability to plan, analyze, and complete projects in a timely manner, consult, and offer advice.

Physical Requirements:

Minimal to moderate physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books or other library printed materials. Position requires the ability to operate a keyboard, view computer screens, read small print, and adjust focus; hearing ability requirements include ability to interact with the public and answer the telephone; interact with co-workers, the public, city officials and outside organizations. Must be able to stoop, kneel, bend, reach forward and above the head; to receive books from patrons; lift books and other materials; bend and extend reach for such tasks as shelving books or emptying book drop.

Special Requirements:

Requires a criminal records (CORI) check; may involve some night or weekend work as assigned.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

Human Resources Director

Date

Revision History: 10/72; undated; 6/07; 3/10

Department Head

Mayor

['C' Review: _____]