

CITY OF NEW BEDFORD PUBLIC LIBRARY
LIBRARIAN-III (Head of Information Services)
M-9 \$56,362 - \$68,749/yr

FUNCTION: The Head of Information Services is a professional library position responsible for the development, planning and organizing a delivery of services for a variety of literacy programming and outreach opportunities. Inspires continued learning, collaboration, skill development, and advocates for the library. Supervises and trains staff in specialized aspects of library operations, and leads in the development and implementation of new and/or enhanced services.

SUPERVISION RECEIVED: Works under the broad policy guidance and direction of the Library Director.

SUPERVISION EXERCISED: Exercises supervision over librarians, library assistants, aides, pages and other support staff, part-time, contracted or temporary personnel, or volunteers as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Manages, creates and/or delivers exceptional programming and educational opportunities within the library, through community outreach and virtually.

Teaches and collaborates with patrons, staff and a variety of organizations to create content, be effective consumers of information and provide lifelong learning experiences.

Answers reference and information questions and performs advisory services, including reader's advisory and programming, for all patrons with an emphasis on adults.

Recommends, reviews and selects materials for purchase. Assesses and weeds the adult non-fiction and reference collections.

Trains library users to search for information by following appropriate inquiry processes, using books and/or electronic resources.

Supervises the daily operation of the Reference and Technical Services section at the Main Library, including providing direction to library staff and volunteers.

Maintains records and reports as required by the Library Director.

Applies for and coordinates grants as required by the Library Director.

Represents the library at appropriate SAILS meetings and informs staff of updates of procedures and policies.

Visits appropriate community agencies to inform them of available library services and special projects.

Strives to meet the objectives of the library as established by the Board of Trustees.

Administers assigned area of library operations to achieve goals within available resources; plans and organizes work loads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.

Provides professional advice on library issues to the Library Director and makes presentations when required.

Ensures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned areas to ensure sound fiscal control; prepares annual budget requests in assigned area; assures effective and efficient use of budgeted funds, personnel, materials, facilities and time.

Issues written and oral instructions; assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.

Assists with various special library activities, such as book sales, displays and reading programs.

Assists staff in performing duties; corrects errors and resolves complaints.

Performs other related duties as required.

The above covers the most significant responsibilities of this position. It does not, however, exclude other occasional duties, the inclusion of which would be in conformity with the level of the position.

PERIPHERAL DUTIES: Serves as a member of various City employee committees as assigned.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience: Master's degree in Library Science from an ALA-accredited college or university required. Experience with public programming creation, project management, outreach and strategic planning preferred. Some library experience in a reference department required. Supervisory experience preferred.

Necessary Knowledge, Skills and Abilities: Commitment to customer service principles and practices with dedicated emphasis towards excellence in service delivery. Current and emerging models, practices and tools used by public libraries for the access and discoverability of resources. Considerable knowledge of the principles and practices of modern library systems and programs; thorough knowledge of library collection classification and selection tools and techniques; working knowledge of equipment and facilities required in a comprehensive library system; working knowledge of the

principles and practices of office management, work organization and supervision.

Effectively plan and carry out programming. Provide leadership, innovation, collaboration and effective change solutions. Familiarity with an automated library system and the ability to assist patrons and staff on mobile devices and computer/internet usage. Microsoft Office products and other relevant technologies, and Integrated Library Systems (ILS) software.

Ability to work flexible schedule including evenings and Saturdays. Ability to communicate clearly and effectively in writing. Skill in analyzing and utilizing a variety of reports and records. Ability to establish and maintain effective working relationships with patrons, employees, supervisors, other agencies and the general public.

SPECIAL REQUIREMENTS: Possession of a valid Massachusetts driver's license, or the ability to obtain one, and a good driving record. Must have a Criminal Offender Record Information (CORI) check, mandatory by MGL Chapter 6 Sec. 172C.

TOOLS AND EQUIPMENT USED: Library computer system; personal computer; scanners, mobile devices; calculator; copy and fax machine; telephone; automobile.

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 walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to twenty-five pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office environment not subject to extremes in temperatures, noise, odors etc.; regular interruptions to assist patrons, staff, citizens; may spend extended periods at terminal, on telephone or operating other office machines requiring eye-hand coordination and finger dexterity; regular lifting and carrying of files, documents, records, etc.

The noise level in the work environment is generally quiet.

SELECTION GUIDELINES: Formal application; rating of education and experience; oral interview and reference 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 description 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 requirements of the job change.

New Bedford has a residency requirement.