

ASHTABULA COUNTY DISTRICT LIBRARY POSITION DESCRIPTION

DATE:	<i>September 2019</i>	SALARY RANGE:	<i>\$19.23-\$27.47 hour</i>
DEPARTMENT:	<i>Public Services</i>	HOURS OF WORK:	<i>40 hours, including some evenings & weekends</i>
POSITION:	<i>Information Services Manager</i>	LOCATION:	<i>Ashtabula Library</i>
CLASSIFICATION:	<i>Librarian II</i>	LENGTH OF JOB TRAINING:	<i>6 months / 1 Year</i>
IMMEDIATE SUPERVISOR:	<i>Ashtabula Branch Manager</i>	OVERALL SUPERVISOR:	<i>Director</i>
		CAREER TRACK:	<i>Branch Manager/Director</i>

ESSENTIAL FUNCTIONS: This public service position coordinates and oversees the general operation of the Information Services Department at the Ashtabula Library in such a way that supports the mission, vision, and goals of the library. This position assists patrons with reader's advisory, access to computing technology (both PC and hand-held), as well as requests for all other types of information both in-person and through electronic means via direct assistance and general instruction in the use of the online public access catalog (OPAC) and of databases/electronic sources. This position guides the development of all Ashtabula County District Library adult print, audiovisual and electronic materials collections, and supervises the care and maintenance of the Ashtabula Library adult fiction, nonfiction, and reference collections, including State of Ohio documents and local history/genealogy/archive collections. This position guides program planning/contributions on behalf of the Information Services Department.

The Information Services Manager promotes a positive work environment by maintaining respectful and courteous interactions at all times, builds relationships within the community, and provides excellent customer service by demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

QUALIFICATIONS:

A. **Education/Experience:** Master's Degree in Library/Information Science from an American Library Association (ALA) accredited institution and two years of library experience.

B. **Knowledge of and Abilities:**

- Knowledge of the basic principles, procedures, technology and materials of library science especially as it pertains to reference services and user education, as well as information sources in various formats;
- Knowledge of basic reference sources located in public libraries as well as techniques of the reference interview;
- Knowledge of information technology including basic computer maintenance and familiarity with word processing, database management, and spreadsheets;
- Knowledge of Internet sources and online databases and skill in providing access for patrons;
- Excellent organizational skills and the ability to work with minimal supervision within defined parameters;
- Excellent customer service skills including the ability to work confidentially with diverse clientele;
- Exhibits positive attitude and willingness to accept change;
- Ability to carry out oral and written instructions;
- Ability to communicate verbally and in writing with excellence;
- Ability to work independently and without supervision with all age groups in the attainment of library objectives;
- Judgment and discretion required due to access to confidential registration/borrower information;
- Willingness to attend training and continuing education.

C. **Desirables:** Familiarity with federal/state government documents and materials regarding local history and genealogy research. Supervisory experience.

EQUIPMENT AND EFFORT REQUIRED: Sufficient clarity of speech and hearing to communicate well with staff and guests. Sufficient vision to produce and review a wide variety of materials, written correspondence, reports and related material in both electronic and hard copy form. Sufficient mobility to move freely about in a library environment and to attend meetings and events at various locations both within and outside of the Library service area. Ability to operate equipment listed: telephones, fax, copier, microfilm (fiche), SirsiDynix library circulation automation system as well as personal computers with attached peripherals. Ability to change positions frequently from sitting at desk (50%) to walking

the library floor in assisting patrons (50%). Ability to move items weighing 30 pounds in weight and push carts weighing up to 60 pounds. Ability to use and file items in cupboards/cabinet up to six feet in height.

PHYSICAL EFFORT AND STRESS:	HIGH	MEDIUM	LOW	NONE
Lifting		X		
Walking		X		
Standing		X		
Climbing			X	
Visual	X			
Limited movement or change of position		X		
Bending		X		
Stretching			X	

ILLUSTRATIVE DUTIES (>95% of work time):

- Within a strong customer service environment, assists with requests for information including the locating of library materials, whether in person, via telephone and/or electronic means, including email and fax;
- Offers bibliographic and Internet instruction to patrons as needed;
- Coordinates collection development of adult print, audiovisual and electronic materials collections, and supervises the care and maintenance of the Ashtabula Library adult fiction, nonfiction, and reference collections, including State of Ohio documents and local history/genealogy/archive collections;
- Supervises all activities and services in the Information Services areas of the Ashtabula Library including genealogy/archives/local history collections;
- Reviews and makes recommendations in regards to technology-based reference sources including Internet and online databases;
- Contributes to the development, planning, and implementation of adult programming pertaining to Information Services;
- Maintains accurate department statistics and provides monthly report for submission to the Board of Trustees;
- Performs basic maintenance of Information Services equipment as well as ordering office/equipment supplies for the department;
- Keeps informed of current trends and new professional techniques through attendance at workshops and seminars;
- Keeps Branch Manager apprised of any problems, concerns, etc. regarding/affecting the Ashtabula Information Services Department and the Ashtabula Library in general;
- Coordinates resources with other departments to support demand for school projects, adult learning and general reader's advisory;
- Promotes information services in the community through assisting in library tours and the creation of bookmarks, flyers, newsletter, bibliographies, informational guides, etc.
- This job description is illustrative of the types of duties typically performed by this job. It is not intended to be an exhaustive listing of each and every essential function of the job. Because job content may change from time to time, the ACDL reserves the right to add and/or delete essential functions from this job at any time.

ADDITIONAL DUTIES (<5% of work time):

- Assist with original cataloging as needed.

ACCOUNTABILITIES:

- Works cooperatively with other staff to provide quality reference and information services to library patrons;
- Assists patrons with SirsiDynix online catalog and other library databases in a courteous, thorough manner;
- Researches and answers questions thoroughly, efficiently, and courteously;
- Demonstrates initiative, self-motivation, and enthusiasm for accomplishing work tasks and assignments;
- Exhibits thorough knowledge of library policies and procedures, the reference interview and online searching techniques;
- Demonstrates ability to ensure smooth operation of the Information Services Department including scheduling both information desks (Reference & Information Station);
- Keeps Branch Manager/Director informed of praises, opportunities, problems, developments, concerns, etc.
- Maintains accurate reference statistics;

- Ensures Information Services staff is trained to perform tasks professionally and efficiently, and to uphold exemplary customer service standards;
- Performs ongoing evaluation of the adult fiction, adult nonfiction, reference, audiovisual, and non-print collections and services, and supervises recommendations for purchases/withdrawals.

EVALUATION: To be performed annually by the immediate supervisor and will be based on the job description, observation, and review of work completed and results achieved and/or compliance with set objectives.