



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Adult Services Librarian	Position Control No: XX-XX-XX-XX
Classification-Series: Librarian II	FLSA Status: Non-Exempt, Regular FT 40 hrs/wk
Occupational Grouping: Professional & Managerial Services	Union - Grade: DMEA – Grade 22
Organizational Unit: Public Library	Primary Job Location: 73 Locust Street

JOB SUMMARY: Performs professional library work under the general direction of the Library Director, providing library services to all ages, including circulation services, readers' advisory, patron instruction, programming, and collection development. Works with other professional staff to monitor and evaluate services to adults. Promotes and publicizes library services and events to the community.

ACCOUNTABILITY: Works under the general supervision of the Library Director who reviews work for effectiveness and provides guidance on programs, procedures, and objectives. Duties are performed independently, using discretion and own professional judgment.

SUPERVISION EXERCISED: Provide direct supervision to assigned Library Assistants, Library Pages and volunteers. Supervises the daily operations on the main floor.

TYPICAL EQUIPMENT USED: Computers, zero clients, barcode scanners, printers, copiers, telephone, A-V equipment, laminator, CD cleaner unit, eReaders, and fax machine.

TYPICAL WORK ENVIRONMENT: Inside: 100% Outside: 0%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Position requires a multi-faceted self-starter with strong customer service skills, and ability to work independently with minimal supervision.
2. Capably handles multiple competing priorities while working in an often fast-paced, public service desk environment.
3. Performs circulation desk duties and handles and resolves patron concerns and complaints.
4. Possesses exemplary knowledge of authors, titles, genre literature, plus popular media and culture.
5. Has proficiency with automated library systems, social media and content creation tools.
6. Has strong verbal and written communication skills in order to interpret library policy & procedures effectively to all users; establishes strong, friendly rapport with patrons.
7. Provides Readers Advisory assistance to patrons.
8. Acquires all adult DVDs and music CDs and participates in other print acquisitions for adult collections.
9. Schedules, trains, supervises, coaches, communicates with, and evaluates assigned library assistants at adult circulation desk plus library pages.
10. Teaches patrons how to use various library technologies such as the catalog, subscription databases, eServices, downloadable books, Internet and PCs.
11. Contributes regularly to library social media platforms & website content.

12. Develops monthly newsletter, library displays, and creates signage.
13. Looks for ways to further promote customer-focused services; develops novel ways of packaging, sharing, and promoting library services to the general public.
14. Coordinates monthly art exhibits and takes the lead in developing adult programming schedule.
15. Recommends policy and procedure changes.
16. Familiar with Microsoft Office suite, Photoshop Elements, and other common computer applications.
17. Selects and evaluates materials for weeding, replacement, repair, or withdrawal through periodic collection analysis. Tracks missing or lost materials. Creates circulation reports.
18. Supervises public shelving areas, maintains “extra copies” collection and storage of basement materials.
19. Analyzes space needs; maintains diverse, fresh, and attractive collections in all adult areas through creative marketing.
20. Monitors various library statistics and maintains records.
21. Handles all patrons' suggestions for purchase.
22. Collaborates with other staff members to create a positive, welcoming environment and help maintain building discipline.
23. Troubleshoots and resolves minor computer and printer issues.
24. Manages Meeting Rooms' bookings and schedules, and manages museum pass bookings, schedules and renewals.
25. Participates in hiring of new circulation desk staff & pages.
26. Recruits and trains all circulation volunteers.
27. Conducts bi-monthly circulation meetings.
28. Conducts occasional library tours.
29. Proctors exams for patrons.
30. Orders needed supplies.
31. Attends Friends of the Library meetings in the absence of the Library Director.
32. Maintains current knowledge of relevant new technologies and library trends.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Frequently required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Rarely required.</p> <p>CARRY: -up to 10 lbs.: Frequently required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Occasionally required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Frequently required. -at shoulder height: Frequently required. -below shoulder height: Frequently required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Frequently required. BENDING: Frequently required. CRAWLING: Occasionally required. SQUATTING: Occasionally required. KNEELING: Occasionally required. CROUCHING: Occasionally required. CLIMBING: Occasionally required. BALANCING: Rarely required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Rarely required. FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

CONSECUTIVE HOURS: Sit: 2 hours Stand: 2 hours Walk: 1 hour	TOTAL HOURS: Sit: 4 hours Stand: 3 hours Walk: 1 hour
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COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others</p> <p>HEARING: Necessary for receiving instructions and information.</p> <p>SIGHT: Necessary for performing job effectively.</p> <p>TASTING & SMELLING: Not required.</p>
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TYPICAL WORK SURFACE(S): Standard office desk and chair; tables; book carts; circulation counters; carpet, and cement floors; shelving.

TYPICAL CONTROLS & EQUIPMENT: Computers; bar code readers; copy and fax machines; printers; eReaders, A-V equipment, telephones.

SUMMARY OF OCCUPATIONAL EXPOSURES: Copier and printer toner; cleaning fluids and compounds; dust; molds; adhesives.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Committed experience working with the public in a library setting.
- Experience working with an automated library system. Familiarity with, or interest in learning, SQL a plus.
- Knowledge of print, database, and online information sources.
- Experience with Microsoft Office and Photoshop Elements.
- Excellent communication and interpersonal skills, both written and oral.
- Demonstrated ability to think critically, analyze problems, and develop and implement creative solutions.
- Experience working with, and instructing, customers with all ranges of technical expertise.
- Evidence of a high degree of initiative and versatility, a committed customer-service focus, and a desire to master new technologies.
- Working knowledge of social media and community engagement tools including Facebook, Twitter, Instagram, Pinterest, and other content creation systems.
- Ability to maintain effective working relationships with department heads, employees, and the public and to deal with service problems courteously and tactfully.

EDUCATION REQUIREMENTS: Master's Degree in Library or Information Science from an American Library Association (ALA) accredited college or university; at least 1 year of professional library experience with a concentration in public services is preferred, but graduate students in an accredited MLS program in their final semester are also eligible to apply. Experience with an automated integrated library system (ILS) is essential.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 3-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input checked="" type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.

Classification Established: 07/01/96
Job Description Developed: 5/13/13
Revised: 4/18/14