CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Head Of Information And Reader Services**	**UNION: 114L**
		SG:L-3
CLASS TITLE:	**Librarian III**	**CS:N**
		FLSA:N
DEPARTMENT:	**Library**	**EEO4CODE:PR**

JOB SUMMARY:

Plans and directs development and implementation of information and reader services, including responsibility for system-wide collection development. Directs the delivery of adult reference and information services and readers' advisory. Serves as a member of Library Management Team.

SUPERVISORY RELATIONSHIP:

Reports to Library Director. Supervises professional librarians and paraprofessional staff, and works collaboratively with Library staff, City staff, and the community.

ESSENTIAL FUNCTIONS OF THE JOB:

DIRECTS AND MANAGES INFORMATION AND READER SERVICES

1. Oversees the development and implementation of library system reference policies, procedures and guidelines.

2. Provides staff training in reference, information, and reader services procedures and resources, and in customer service skills.

3. Implements a performance review process for information and reader services staff.

4. Oversees the public service desk schedule and ensures adequate coverage to meet public service demand.

5. Coordinates and implements regular meetings of appropriate staff.

6. Negotiates service contracts and licensing agreements for informational databases to provide maximum pricing discounts, remote access for Library customers, and staff training from vendor representatives.

7. Develops programs and materials to promote customer awareness and use of online databases, reference sources, and other Library materials collections.

8. Networks with other agencies and libraries to promote and share informational databases and library material resources.

COORDINATES COLLECTION DEVELOPMENT

9. Administers the system-wide collection development program.

10. Develops system-wide collection development policies and procedures, and continually reviews and improves the Library's collection development plan in order to meet the community's needs.

11. Coordinates and oversees selection of all Library materials.

12. Assesses customer information needs and trends, innovations, and emerging technologies to ensure availability of appropriate resources.

13. Assesses collection's effectiveness in meeting the needs of a diverse community by analyzing usage statistics and actively seeking information from staff and the public.

14. Communicates the Library's collection development philosophy and methods to staff and the public.

15. Develops and monitors the Library materials budget.

16. Develops innovative, revenue-generating, collection development programs such as Gifts and Memorials, Rent-A-Bestseller, or Adopt-A-Magazine programs.

17. Oversees the choice of Library vendors in collaboration with the Technical Services Department.

18. Coordinates Library's response to challenged materials.

19. Coordinates and oversees an active weeding process to assure collection meets Library mission and community need.

<u>PROVIDES ADMINISTRATIVE LEADERSHIP</u>

20. Assists the Director in overall management of the library system as an active and collaborative member of the Library Management Team.

21. Evaluates and makes recommendations on staff development needs, staffing allocations, disciplinary actions, and other personnel matters.

22. Participates in developing the annual library system budget. Analyzes Library needs, resources and projected revenues; reviews and prioritizes budget requests.

23. Participates in long-range and strategic planning for the library system.

24. Evaluates and reviews current services, policies, and procedures to identify and solve problems, improve public service and/or evaluate use of available resources.

25. Develops new services, policies, and procedures as needed.

26. Articulates, supports, and implements the mission, goals, and policies of the Bellingham Public Library.

27. Participates in professional organizations, conferences, and training.

28. Promotes Library services through active participation, involvement, and leadership in the community, and in Library committees and projects.

ADDITIONAL WORK PERFORMED:

1. Provides public service desk assistance and may be included in the evening and weekend desk rotation.

2. May evaluate and select Library materials within assigned area of collection responsibility.

3. Other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Current principles and practices of library service including an in-depth knowledge of reference and information resources.
- And commitment to the mission, principles and 'best practices' in librarianship and customer service.
- Library collection development practices.
- Issues and events relevant to the City of Bellingham and the geographical area of Whatcom County.
- New techniques, technologies and materials in the library profession.
- Trends, innovations, and developments in public library management.
- Federal and state law and statues as applies to libraries and personnel.

Ability to:
- Perform essential functions of the job.
- Apply new knowledge and skills.
- Be accurate, thorough and timely in the completion of assignments.
- Keep current with new trends, innovations, technologies, techniques and materials in the library profession.
- Acquire a working knowledge of local government and organizations and agencies that provide services and information.
- Learn and apply a working knowledge of Library operations, procedures and policies as well as relevant City policies.
- Work with a diverse population and handle different types of situations.
- Train, coach and mentor others.
- Work well with others.
- Tolerate considerable ambiguity.
- Formulate, organize and execute complex plans of work.
- Effectively coordinate, evaluate and supervise the work of Technical Services Department Staff.
- Demonstrate the Public Service Competencies of service orientation; results orientation; and, teamwork and cooperation.

Skills in:
- Written and oral communication.
- Effective problem solving.
- Public speaking.
- Articulating, supporting and implementing the mission, goals, and policies of the Bellingham Public Library.
- Overseeing, training and evaluating staff.

WORKING ENVIRONMENT:

Duties are performed indoors with frequent interaction with co-workers and with the public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- ALA accredited master's degree of library or information science.
- Three years progressively responsible professional library experience.
- Three years of customer service experience.
- Two years of supervisory experience.
- Two years of experience in collection development and readers' advisory.
- Public library experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Washington State certification as a librarian.
- Must pass local police and Washington State adult/child abuse record check prior to hire.
- Must be willing to work various shifts depending upon the needs of the Library, including evenings and weekends. Must be able to adapt to schedule changes on short notice.

PREPARED BY: P. Kiesner
M. Sheplor
12/06

REVIEWED BY: _____
Pam Kiesner,
Library Director

FORMERLY: HEAD OF REFERENCE SERVICES (3/95)