

LIBRARY SERVICE ASSOCIATE

NATURE OF WORK

This is paraprofessional library work providing public service in libraries.

Work involves extensive public contact. Work decisions are made in accordance with established policies and procedures. Supervision is received from a professional or an administrative supervisor with work being reviewed through evaluation of assignments, conferences, occasional reports, and appraisal of the quality of services provided. Work may include supervision of volunteers or unclassified library employees.

EXAMPLES OF WORK PERFORMED

Assists customers with full complement of public library services.

Monitors effective public service environment, arranges displays, notes facilities needs.

Performs functions of checkout, checkin, assessing fees, placing holds, and helping customers find materials or information.

Answers questions regarding library policy.

Assists customers seeking materials or information.

Searches OCLC for cataloging copy, inputs catalogers' copy and downloads records, performance routine maintenance on bibliographic database.

Processes interlibrary loan requests on state or national interlibrary loan networks.

Opens and closes library locations, including balancing cash register receipts.

Assists in planning, or presents, youth or adult programming.

Manages day to day operations of specialized service or function such as bindery, interlibrary loan, periodicals, acquisitions, or home service.

Assists with collections maintenance such as evaluating materials for repair or retrieving items designated for withdrawal.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of, and interest in, books, literature, and information.

Ability to work well with the public and with colleagues.

Ability to work extensively with the public with tact and courtesy.

Ability to communicate and resolve routine circulation, informational, or policy problems.

Ability to complete work with an attention to detail while balancing demands of busy customer service.

Ability to perform arithmetical function for handling fines, fees, and payments.

Ability to learn new processes and informational resources.

Ability to establish and maintain effective working relationships with coworkers.

Ability to organize work and follow through on assignments.

Ability to locate and retrieve library materials.

Skill in keyboarding and operation of general office software.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university and experience in providing customer service to the public, or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

MINIMUM QUALIFICATIONS

Graduation from an accredited high school and some experience in providing customer service to the public; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

5/2011

PS4114

LIBRARY SERVICE SUPERVISOR

NATURE OF WORK

This is supervisory work managing the customer services of a Main Library or quadrant library, or the work of Library Associates within a department, or the daily operation of the Bookmobile.

Work involves responsibility for hiring, training, evaluating, and supervising Library Associates, with emphasis on excellent customer service. Work involves application of experience and knowledge in library policies for customers and staff. Work includes considerable time working with the public. The nature of work is such that employees have considerable independence of action in the disposition of routine work matters, in handling complaints, and giving information to customers. Work involves assuming role of building supervisor in absence of Branch Supervisor or Librarian. Supervision is received from a professional supervisor with work being reviewed through observation of performance, frequent conferences, and regular reports. Supervision will be exercised over Library Associates, volunteers, or unclassified library personnel.

EXAMPLES OF WORK PERFORMED

Supervises Library Associates, including hiring, training, assigning work duties, and evaluating.

Drives Bookmobile to designated stops and provides public service.

Addresses user complaints.

Resolves staff questions regarding procedural difficulties and policies.

Recommends solutions to programs and suggests improvements in service or efficiency.

Provides full range of customer service, including circulation, information, technology, and readers advisory services.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of library policies, procedures, and services.

Knowledge of supervisory best practices.

Ability to work well with the public and with colleagues and those supervised.

Ability to assist customers with library resources, policies or other services.

Ability to solve problems with regard to application of library policies and procedures, in accordance with established precedent.

Ability to communicate effectively orally, in writing, and via electronic means.

Ability to learn new processes and informational resources.

Ability to establish and maintain effective working relationships with coworkers.

Ability to organize work and follow through on assignments.

Skills in motivating staff, training staff and role-modeling for staff.

Skill in explaining complex rules or procedures to customers and staff.

Skill in keyboarding and operation of general office software.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university plus course work or formal training in library science, and considerable experience in providing library service to the public or other customer services to the public, and experience in a supervisory or training capacity.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university and experience in providing customer services to the public or in a supervisory or training capacity, or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid State of Nebraska driver's license is necessary for Bookmobile Library Service Supervisor. This license must be of a level appropriate to the Bookmobile.

5/11

PS4115

LIBRARIAN

NATURE OF WORK

This is professional library work requiring skill and knowledge in the field of library science, and the ability to work well with the public and colleagues.

Work involves the application of professional library principles and procedures to a variety of library operations. Work is performed under general supervision with employees exercising independent judgment in the disposition of routine work matters. Work decisions are made in accordance with departmental policies and procedures; public service librarians may work regularly on evenings or weekends as assigned to meet customer service demands. Work may include selecting or cataloging library materials; providing customers with research or readers' advisory assistance; developing library collections; planning library programs for children or adults; creation of content for library website; developing relationships with community organizations or individuals in support of library goals; participation in development of overall library goal-setting. Supervision is received from a professional supervisor with work being reviewed through observation of performance, conferences, indications of initiative and leadership, and the quality of services provided. Supervision may be exercised over Library Associates, unclassified staff, or volunteers.

EXAMPLES OF WORK PERFORMED

Assists and educates customers with their research and readers advisory requests using varied sources.

Addresses questions regarding library policy.

Catalogs and classifies materials.

Provides staff training.

Develops and presents programs for youth or adults.

Makes presentations and develops relationships outside the library.

Creates content for library website or social media.

Supervises staff in providing library services; evaluates performance; interviews and selects job applicants.

Provides systemwide expertise or leadership for a particular area, such as circulation policy, periodicals, Nebraska authors, or young adults.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the history, practices, and ethics of librarianship.

Ability to work well with the public and colleagues.

Ability to apply problem-solving skills and leadership to issues or problems.

Ability to communicate orally, in writing, and via electronic means.

Ability to assume responsibility when building-level supervisor is absent.

Ability to plan, supervise, train, and evaluate the work of employees.

Ability to learn new processes and informational resources.

Ability to establish and maintain effective working relationships with coworkers.

Ability to organize work and follow through on assignments.

Skills such as organizing information, cataloging, collection development, outreach, programming, or research.

Skill in keyboarding and operation of general office software.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university supplemented by a Master's Degree in an ALA-accredited library science program and considerable experience in a library or customer service setting or in a training or supervisory capacity, or providing customer services to the public.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university supplemented by a Master's Degree in an ALA-accredited library science program, and experience in a library or customer service setting ; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

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PS4116

LIBRARY MANAGER

NATURE OF WORK

This is professional supervisory work supervising and coordinating the activities of a quadrant library, or library service such as Outreach Services, Polley Music Library or Lincoln City Libraries' webpage.

Work involves the application of professional library principles and procedures to a variety of library operations or services, and the ability to work well with the public and colleagues. This is professional work requiring technical skill, knowledge and experience in the field of library science. Work is performed under minimal supervision with employees exercising independent judgment. Work may include supervising and training personnel; planning and coordinating library services; shaping library collections; assisting customers with a full spectrum of library services. Work includes presentations to the public, expectations of leadership and initiative, role modeling effective customer service and professional standards, and may include participation on Management Team. Supervision is received from the Assistant Library Director or a Librarian II with work being reviewed through conferences, reports and appraisal of the effectiveness of service provided. Supervises professional, paraprofessional and unclassified personnel, and volunteers.

EXAMPLES OF WORK PERFORMED

Manages daily operation of a major branch library including setting a tone for service excellence, overseeing facilities management, hiring, training, evaluating and supervising staff, maintaining communication with supervisor and other departments, applying library principals and policy to everyday library services, providing input and guidance on overall library policy and direction.

Provides in-depth music information to library customers; acts as resource person in field of music for library system; develops useful indexes and aids; selects and evaluates materials; catalogs and classifies printed music materials.

Oversees development and operation of library website; ensures that website information is current and that urgent information is placed appropriately; responds to questions from the public regarding use of the website or other electronic resources.

Manages outreach services, including City/County summer outreach services, Interlibrary Loan, Home Outreach services, coordinates library representation at community.

Develops and maintains relationship with individuals and entities outside of Lincoln City Libraries to further library mission.

Participates in systemwide planning; coordinates systemwide projects such as strategic planning or InService Day; develops staff training programs for customer service; interacts with staff in providing library service according to professional library guidelines.

Manages staffing and coordination needs of smaller branch libraries or bookmobile.

Makes presentations to groups such as tours or service organizations.

Provides general public service as a role model for others and as a resource when shaping library policies, procedures, and practices.

Responds to customer complaints; acts as resource person regarding Library Behavior Policy.

Writes grant applications to fund special projects.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of library circulation policies, recreational or informational reading, and informational sources.

Considerable knowledge of principles of the administration and organization of libraries.

Considerable specialized knowledge as appropriate for work performed .

Considerable knowledge of current issues of librarianship such as trends in technology, censorship, right to privacy, and freedom of information.

Ability to work well with the public and with colleagues.

Ability to plan, supervise, assign, evaluate, and encourage the work of employees.

Ability in problem-solving and in continual improvement of efficiency or service provision.

Ability to communicate orally, in writing, and via a variety of communication avenues.

Ability to organize work and follow through on assignments.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university, supplemented by a Master's Degree in an ALA-accredited library science program, and considerable experience working in a professional library position and considerable supervisory experience. For the Polley Music position a graduate degree in music is desirable.

Eligible for Nebraska Public Librarian Certification — Level V.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university supplemented by a Master's Degree in an ALA-accredited library science program plus professional library experience and supervisory experience; or any equivalent combination of training and experience which provides the

desirable knowledge, abilities and skills. For the Polley Music position an undergraduate or graduate degree in music is required.

5/11

PS4117

LIBRARY COORDINATOR

NATURE OF WORK

This is advanced professional library work supervising a major systemwide library service.

Work involves the application of professional library principles and procedures to a major library service such as supervising the Main Library, Support Services, or Youth Services. This is professional work requiring extensive technical skill, knowledge and experience in the field of library science. Independent judgment is exercised in the overall management of the area, with work decisions made in accordance with departmental policies and procedures. Work may include supervising and training personnel; developing and executing budgets; planning and coordinating library services; overseeing library collections; planning systemwide programming for a large audience. Work includes presentations to the public, expectations of leadership and initiative, role modeling effective customer service and professional standards, and participation on Management Team. Supervision is received from the Assistant Library Director with work being reviewed through conferences, reports and appraisal of the effectiveness of service provided. Supervises professional, paraprofessional and unclassified personnel, and volunteers.

EXAMPLES OF WORK PERFORMED

Manages systemwide services such as Youth Services or Collection Management.

Supervises Main Library.

Ensures that accurate and accessible information regarding library resources is available to the public.

Participates in long-term and short-term systemwide planning.

Develops operational and/or media budgets.

Maintains contact and plans cooperatively with outside agencies such as City departments, educational institutions, civic groups and business organization in relation to library services.

Represents the library in a variety of work and social settings; acts as designated "in charge" in absence of Director and Assistant Director.

Makes public presentations regarding library services.

Writes grant applications to fund special projects.

Analyzes services, resources and policies and makes suggestions for improvement; coordinates processes for systemwide changes; oversees systemwide special projects.

Addresses customer complaints, concerns, or questions.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the role of the public library in society.

Extensive knowledge in specific area of assignment, such as Collection Management or Youth Services.

Knowledge of current trends and practices in libraries.

Knowledge of management and supervisory best practices.

Demonstrated ability to work well with the public and with colleagues.

Ability to communicate effectively orally, in writing, and via electronic means.

Ability to plan, prepare, and implement budget recommendations for section .

Ability to create working plans for implementation of strategic plan.

Ability to motivate and inform staff in regard to suggested changes and innovation.

Ability to assume and complete major projects for system.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university, supplemented by a Master's Degree in an ALA-accredited library science program, and thorough experience working in a professional library position in a supervisory or management capacity, and in areas of specialization that apply to the position's specific needs.

Eligible for Nebraska Public Librarian Certification — Level V.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university supplemented by a Master's Degree in an ALA-accredited library science program plus considerable professional library experience and supervisory experience in an area of specialization that applies to the position's specific needs, or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.