

**JOB DESCRIPTION
ANDERSON PUBLIC LIBRARY**

Job Title: Information Services Manager, Full-time
Department: Information Services, Main Library
Job Grade: 328/Exempt/Salaried (starting salary \$46,059.94)
Certification Level: LC2 or higher
Reports to: Director
Revised: April, 2019

Job Summary: Oversees all Information Services staff, and operations, including all services that involve assisting library customers with information requests, general reference needs, reader's advisory, and the use of library electronic resources. Oversees planning and implementation of departmental programming activities for adult and teen programming, computer classes, and local history and genealogy programming. Oversees public meeting room reservation and usage. Evaluates department services, procedures, and future objectives to ensure provision of excellent customer service. Assumes in-charge duties in absence of Director, Assistant Director or other department manager.

Job Education and Experience:

1. Master of Library Science degree from ALA-accredited school
2. Certification from Indiana State Library
3. Three years of public library reference work experience
4. Management and supervisory work experience
5. Programming experience
6. Experience in local history and genealogy

Job Knowledge, Skills, and Abilities:

1. Proven leadership and supervisory skills
2. Excellent interpersonal skills, with proven ability to serve the public with friendliness, tact, and diplomacy
3. Excellent oral and written English communication skills, including public speaking and presentation skills; Spanish-speaking skills preferred
4. Excellent planning, organizational, and problem-solving skills
5. Extensive knowledge of current print and computer library reference sources, including databases and websites; excellent searching skills
6. Familiarity with current public library reference trends, practices, and technologies
7. Knowledge of local history and established genealogical research methods and processes
8. Familiarity with popular books, authors, entertainment, and general interests
9. Proficiency using personal computer system and email, Internet, Microsoft Office programs, Integrated Library System (ILS), and other computer applications relevant to job
10. Ability to perform general reference desk and reader's advisory functions
11. Ability to plan and present programming of interest to adults and/or teens
12. Ability to delegate work effectively, set own work priorities, work well under pressure, and meet deadlines
13. Ability to establish and maintain effective working relationships with staff and customers
14. Ability to perform detailed clerical work and recordkeeping with accuracy
15. Ability to maintain confidentiality of sensitive information
16. Ability to work a flexible schedule, including nights and weekends
17. Satisfactory criminal history background check

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires frequent sustained physical operation of computer and office equipment, with frequent in-person and phone contact with customers and library staff. While performing the duties of this job, the employee is occasionally (less than 1/3 of work time) required to: work near equipment with moving mechanical parts, such as paper shredders and book carts; work at heights reached by a standard step ladder; be exposed to fumes and toxic and/or caustic chemicals typically present in insecticides and standard cleaning supplies; and be exposed to outdoor weather conditions if performing outreach activities. The noise level in the work environment is usually moderate.

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. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific vision requirements necessary for this job include close vision, distance vision, peripheral vision, and ability to adjust focus. While performing duties of this job, the employee is regularly (over 2/3 of work time) required to: sit; use hands to finger, handle, or feel; and talk or hear. The employee must frequently (1/3 to 2/3 of work time) reach with hands and arms. Occasionally (less than 1/3 of work time), the employee must: stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. While performing duties of this job, the employee must occasionally (less than 1/3 of work time) exert up to 50 pounds of force to lift or move objects.

Equipment Used:

1. Personal computer system with peripherals, printers, and barcode scanner
2. Laptop computer
3. Various hand-held mobile devices, including eBook readers and tablets
4. Multi-line phone system
5. Copier
6. Flatbed scanner
7. LCD projection unit
8. Weather radio
9. Two-way radio
10. Tiered rolling book carts
11. Step ladder
12. Coin-Operated money collection machines

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

Essential Job Duties:

1. Administers all functions, services, and procedures of Information Services, including answering reference questions, providing reader's advisory, locating materials and other resources for customers, and processing interlibrary loan requests; provides reference assistance in-person, by phone, and through online chat or email
2. Assumes in-charge duties in absence of Director, Assistant Director or other department manager; helps resolve problem situations with customers
3. Maintains reliable attendance; reports to work as scheduled and clocks in and out on time
4. Assists customers in using computers, reference databases, and other public equipment

5. Selects, supervises, trains, and evaluates department staff; effectively schedules staff to best meet customer and library needs
6. Oversees development and maintenance of reference collections with input from other staff; oversees ordering and inventory of tax forms and booklets; oversees organization, upkeep, and weeding of collections; ensures safe, orderly, and neat environment in public service and staff areas
7. Oversees planning and conducting of departmental programming activities at library and community locations; ensures submission of programming information by established deadlines for timely promotion
8. Oversees planning and conducting of a variety of computer classes for customers in individual, group, and classroom settings
9. Oversees public meeting room reservation and usage
10. Oversees updating of Information Services information on the library's website and social media accounts
11. Serves on library management team and shares leadership of monthly managers meeting; collaborates with library administration in developing and implementing policies and procedures
12. Oversees preparation of monthly statistical reports, budget request, and assigned Board reports; drafts recommendations to administration for revised departmental services and procedures
13. Conducts regular department meetings and collaborates with staff to set objectives; monitors workloads of staff and completions of tasks
14. Oversees maintenance of and expenditures and requests for departmental equipment and supplies, including in Copy Center and Indiana Room
15. Promotes library programs and services during customer interactions and participates in library activities and community events, providing positive image of library; assists in creating displays of materials to appeal to customers
16. Oversees department compliance with Employee Handbook, policies, and procedures
17. Conducts timely, well-documented evaluations of department staff; provides appropriate coaching and feedback to staff concerning work performances, conducting training as needed
18. Approves and submits accurate electronic time records of Information Services staff in timely manner for payroll
19. Regularly meets with Director to keep administration informed of department activities and to exchange information
20. Attends conferences, workshops, and training relevant to professional development and responsibilities to earn LEU's to maintain appropriate certification
21. Performs job duties of Information Services employees
22. Performs other tasks and special projects assigned by library administration
23. Complies with the library's Employee Handbook, Code of Ethics, Internal Control Manual and all policies and procedures.

Other Duties:

1. May fill in at other public service desks
2. May serve on library work committees