

## **LIBRARIAN 3**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible advanced-level professional library work in providing leadership, coordination and management of staff, library collections and assigned facilities. This class is also characterized by primary emphasis on the development and implementation of a major library program. Work involves considerable programmatic responsibility, judgment and discretion. Under the general direction of the Library Community Services Manager, employees are charged with overseeing effective and efficient library services and directing innovative programmatic improvements in alignment with the Library's vision, mission and service philosophy.

#### **Examples of Duties and Responsibilities:**

Plan, develop and lead the implementation of a major library program. Effectively participate in the establishment of program policies, and develop and recommend relevant procedures. Lead the analyses of branch work processes; and coordinate their implementation.

Direct the activity of subordinate professional, paraprofessional, clerical and hourly staff. Assign, monitor, mentor and coach staff. Recommend discipline as appropriate. Participate in employee interview and screening process. Facilitate staff development by assessing training needs and facilitating training; develop and utilize full range of employee skills and abilities. Provide effective communication and leadership in building effective teams and responding to change. Provide leadership in problem-solving; explore and implement system solutions. Teach and model exceptional customer service skills and techniques.

Coordinate diverse collection development activities. Participate in the development, maintenance and evaluation of collection(s) and exercise professional judgment in recommending the purchase of library materials, and/or removing outdated or unwanted materials, as necessary. Analyze data and maintain awareness of collection relevance to customer needs and recommend changes, as appropriate.

Oversee library reference activities at assigned branches. Provide professional library reference services for customers (in-person, by phone, FAX or via e-mail). Interview customers to identify the nature of desired information. Model effective customer interaction techniques. Utilize the internet and electronic databases, library collections, and/or other sources to meet or anticipate customer needs. Provide instruction and consultation to customers on the use of computers, print materials and other reading, listening and viewing options. Provide reader's advisory for informational and recreational needs.

Coordinate innovative programming in response to service area(s) needs. Participate in the professional development, promotion and implementation of library programming (e.g., local outreach and community relations, children's programming, library tours, homebound and handicapped services, topical book displays, etc.).

Provide leadership in community needs assessment. Analyze targeted library service areas in order to identify unserved or underserved customers; coordinate new and traditional library services to respond to identified needs. Conduct focus groups and customer surveys as part of ongoing library planning and evaluation.

Collaborate with City agencies, other community organizations and groups to promote use of library resources and meet the community's needs for services.

Coordinate activities and efforts of Library Friends organizations and volunteers. Lead and/or participate in various library development project teams and various committee activities to evaluate and improve library policies, procedures, programs and services.

Recommend facilities improvements relative to programmatic functions, space, furnishings and equipment, etc. Assess and communicate technology needs.

Utilize relevant personal computer applications in a Windows environment, including e-mail, word processing, file management programs, and spreadsheets, as needed; perform basic hardware and peripheral troubleshooting procedures and report problems as needed.

Observe, analyze and participate in all public service functions and support activities in order to monitor performance and analyze process. Participate in circulation functions.

Perform related work as assigned.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of library science theories, principles, practices and terminology applicable to a public library. Thorough knowledge of automated and manual library systems. Thorough knowledge of professional library reference and collection development strategies and resources. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Ability to provide leadership in developing and implementing major library programs. Ability to direct library programs requiring a high degree of judgment and expertise. Ability to develop, recommend, and implement policies and procedures. Ability to supervise staff. Ability to develop and provide training to staff. Ability to oversee and coordinate staff and library activities. Ability to model exceptional customer service skills, including exhibiting respect and sensitivity to a diverse clientele. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Physical strength, dexterity and acuity in locating, lifting and shelving library materials (of varying weights and formats). Ability to maintain adequate attendance.

### Training and Experience:

Generally, positions in this classification will require:

Four years of experience performing responsible professional library work as a librarian including experience performing a wide variety of library-related tasks comparable to tasks

performed as a Librarian 2 with the City of Madison. Such experience would normally be gained after graduation from an accredited library school with a master's degree in library or information science. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

This position requires possession of a valid driver's license or the ability to meet the transportation requirements of this position.

Physical Requirements:

Employees in this position must be able to lift/carry objects weighing up to 50 pounds (equivalent to a bucket of books) and must be capable of pushing wheeled carts of books and other materials weighing up to 200 pounds onto and off elevators and across carpeted areas. In addition, they must be able to frequently stand, walk, bend, kneel, stoop, reach overhead, and repeatedly lift books weighing as much as three pounds.

Department/Division	Comp. Group	Range
Public Library	33/18	03/08

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

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Date