



## Niles Public Library District

### Job Description

Job Title: Reference and Outreach Services Supervisor/Assistant to the Director  
Department: Administration  
Reports To: Library Director  
Classification: Grade 2  
Status: Exempt

#### **JOB SUMMARY**

Under the direction and supervision of the Library Director, the Supervisor of Reference and Outreach Services is responsible for the management and operation of these departments. The work requires exercising considerable professional skill, initiative, and independent judgment. Involves staff training, development, and performance evaluation. Involves planning, developing, and coordinating services and resources for the effective and efficient circulation of Library materials. Deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment. Serves as Assistant to the Director and Person-in-Charge in the absence of the Library Director.

#### **DUTIES AND RESPONSIBILITIES**

##### **A. Essential Functions**

1. Understands and practices the Mission of the Niles Public Library District (Library).
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Achieves the level of computer and technological proficiency needed to perform job responsibilities.
5. Demonstrates a patron-centered attitude.
6. Evaluates and maintains the effectiveness and efficiency of Reference and Outreach Services Department procedures, services, and equipment.
7. Responsible for the interviewing, hiring, training, supervising, scheduling, disciplining, and evaluating of all Reference and Outreach Services Staff.
8. Responsible for department budgets, records, statistics, and reports.
9. Oversees the selection and weeding of all materials, both print and online.
10. Responsible for services, including development of new services to adults and young adults in the area of non-fiction and online materials.
11. Fills in at public service desk as required.
12. Keeps informed of current trends and developments affecting libraries.
13. Researches, evaluates, and recommends new technology as it relates to the functions of the Reference and Outreach Services Departments.
14. Maintains memberships in professional library associations and participates in their activities.
15. Attends staff meetings, pertinent CCS and NSLS meetings, conferences, and educational opportunities as appropriate to the position and within the budget.
16. Available to work a flexible schedule that includes evenings and weekends.
17. Represents the Library at community organizations and events.

*Assists the Director:*

18. Keeps Library processes flowing and answers questions from the Board, staff, and patrons in the absence of the Library Director.
19. Works with Library Director and Senior Management Team to prepare a strategic plan.
20. Works with Library Director and Senior Management Team to prepare a budget tied to strategic plan.
21. Assists Library Director and others in planning staff training and in-service events, preparing written materials as needed.
22. Develops a plan to reach out to the business community in order to promote our Reference and Online collections. Will include presentations to the business community.
23. Works with Library Director and Senior Management Team to update and maintain a current Collection Development Manual.
24. Works with public service departments to plan Summer Reading Programs.
25. Works with public service departments to plan for joint programming (ie. Family Winter Reading Programs).
26. Assists the Library Director in completing certain reports and surveys as needed.

**B. Secondary Functions**

1. Performs other duties as assigned by the Library Director.

**REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS**

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information in English, both verbally and in written form.
4. Ability to demonstrate basic computer skills using Microsoft Office products.
5. Ability to be flexible and adaptable to new situations.
6. Ability to troubleshoot.
7. Ability to represent the Library in a professional manner.

**PHYSICAL DEMANDS**

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling, and pushing activities. Manual dexterity, clear speech, hearing acuity, and correctable vision are also required.
2. Ability to occasionally lift up to 25 pounds. Ability to occasionally transport/move up to 100 pounds of library materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

**EDUCATION, EXPERIENCE, AND TRAINING**

1. Master's Degree in Library Science from an ALA-accredited institution.
2. Proven experience in planning, budgeting, staff development, and evaluating programs and services for the public.
3. Three to five years of progressively responsible supervisory experience in a customer service environment.

4. Any combination of education, experience, or training that satisfies the requirements of the position.

**ADDITIONAL REQUIREMENTS**

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the library or employee and such termination can be made with or without notice.