

Alpha Park Public Library District

Job Description

Reference Department Head



Reports to the Library Director

Department: Reference

Classification: Exempt, regular full-time, hourly

General Statement

Under the direction of the Library Director, the Reference Department Head supervises three direct reports and ensures a high level of patron engagement and excellent customer service for patrons using reference services. These include reader's advisory, planning and implementing adult programming, and providing direct assistance to patrons using computers and electronic devices. The Reference Department Head has experience with the "reference interview" for a diverse patron base, and is able to teach this skill to direct reports. They are fluent in policies and procedures and are comfortable communicating these to staff and patrons alike. The Department Head will work to create department specific procedures.

Responsibilities

- Creates, implements, oversees, and evaluates all adult programming
- Fluent in use of databases and online resources
- Hires and develops exceptional talent
- Innovation and development in marketing applications as well as a comprehensive marketing plan
- Management of E-Blasts and digital promotional information
- Recognition, advocacy, and support of library trends and developments
- Management of direct reports, including the establishment and maintenance of work schedule for entire department
- Promotes literacy engagement throughout the library community
- Actively engages in professional development and promotes development of direct reports
- Assists in inter-department coverage if needed
- Other duties as assigned

Qualifications and Education

- MLIS strongly preferred; other education & work experience considered
- Ability to prioritize, delegate, supervise, and manage a diverse staff
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications (Microsoft Suite, Social Media Apps, SirsiDynix, Adobe, Photoshop, and Acrobat)
- Two to Three years' experience working in a public library setting

Working Conditions

- Occasional evenings and weekends expected
- Ability to move and steer full book carts
- Ability to lift 50lbs with assistance
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Reference Specialist



Reports to Department Head

Department: Reference

Classification: Non-exempt, regular full-time, hourly

General Statement

Under the direction of the Reference Department Head, the Reference Specialist actively pursues patron engagement exemplifying excellent customer service for patrons using our reference services. These include reader's advisory, performing instructive and entertaining learner based and demand driven programming, and providing direct assistance to patrons using computers and electronic devices. Thorough experience with and able to conduct the "reference interview" to a diverse patronage. The Reference Specialist is aware of the library policies and procedures and are comfortable communicating these to staff and patrons alike.

Responsibilities

- Familiar with online databases, informational resources, and reference best practices
- Provides direct patron assistance with computer use, digital resources, and all other Reference inquiries
- Works directly with the Department Head to craft and design newsletters, program advertisements, social media posts, etc.
- Process patron requests, including interlibrary loan materials
- Recognition, advocacy, and support of library trends and developments
- Assists in inter-department coverage if needed
- Other duties as assigned

Qualifications and Education

- Bachelor's degree preferred, comparable education and experience considered
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications for design and marketing purposes (Microsoft Suite, Social Media Apps, SirsiDynix, Adobe, Acrobat, Photoshop, etc.)
- Experience creating, designing, and displaying promotional materials
- Strong and enthusiastic customer service skills

Working Conditions

- Day, evening, and weekend shifts expected
- Ability to move and steer full book carts
- Ability to lift 50lbs with assistance
- Comfortable climbing, jumping, squatting, sitting, and additional physicality involved in library work

Alpha Park Public Library District

Job Description

Reference Assistant



Reports to Department Head

Department: Reference

Classification: Non-exempt, regular part-time, hourly

General Statement

Under the direction of the Reference Department Head, the Reference Assistant actively pursues patron engagement exemplifying excellent customer service for patrons using our reference services. These include reader's advisory and providing direct assistance to patrons using computers and electronic devices. The Reference Assistant is experienced in presenting the "reference interview" to a diverse patron base. They are aware of the library policies and procedures and are comfortable communicating these to staff and patrons alike.

Responsibilities

- Provides direct patron assistance with computer and digital resources
- Processes patron requests for materials including interlibrary loan items
- Familiar with online databases, informational resources, and reference best practices
- May assist in weeding or limited maintenance of online services
- Processes requests for materials using appropriate library applications, including requesting titles not available
- Assists in inter-department coverage if needed including assignment and completion of Youth Services projects

Qualifications and Education

- High school diploma/G.E.D. required; preference given to associates degree or Technician Assistant's Certificate
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications (Microsoft Suite, Social Media Apps, SirsiDynix, etc.)
- Strong and enthusiastic customer service skills

Working Conditions

- Regular evenings and weekends expected
- Ability to move and steer full book carts
- Access to reliable transportation
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Youth Services Department Head



Reports to the Library Director
Department: Youth Services
Classification: Exempt, regular full-time, hourly

General Statement

Under the direction of the Library Director, the Youth Services Department Head (YSDH) plans and directs all operations of the Youth Services Department. The YSDH ensures excellent programming and develops a comprehensive, relevant collection of materials, both print and electronic. The YSDH works directly with both Adult Services and Outreach & Programming to initiate outreach to children, teens, and families, including students in schools and young children in pre-schools and daycare centers.

Responsibilities

- Plans, conducts, and markets programming to children and teens, including Summer Reading; coordinates activities with Adult/Teen Services/Outreach departments
- Builds a broad collection of materials in various formats for all youth
- Has a passion and drive to promote library skills, readers advisory, lifelong learning, and a love of reading to youth and their families
- Participates in local, regional, and state organizations, keeping abreast of developments in service to youth and their families
- Hires, trains, and coaches Youth Services staff
- Collaborates with other department heads in fine-tuning library programming
- Assists other departments with coverage when necessary
- Other duties as assigned

Qualifications and Education

- MLIS preferred, other education & work experience considered
- Minimum two (2) years' experience in public libraries youth services department or working with children in an educational setting
- Ability to prioritize, delegate, supervise, and manage a diverse staff
- Aptitude for dealing with people of all ages and backgrounds
- Ability to communicate clearly, both verbally and in writing

Working Conditions

- Occasional travel to neighborhood schools
- Regular evening and weekend shifts required
- Lift up to 50lbs pounds, boxes of materials, tables, other furnishings with assistance
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Youth Services Specialist



Reports to Department Head
Department: Youth Services
Classification: Non-exempt, regular full-time, hourly

General

Under the direction of the Department Head, the Youth Services Specialist should bring energy, fresh ideas, and a desire to learn, share, and teach. This position will assist the Department Head with collection development, programming, marketing, and community outreach. Other duties include assisting patrons, assisting with Summer Reading programming and events, teen events, and assembling programming materials. This position requires understanding of library policy and practices and the ability to relate these in a positive manor to patrons.

Responsibilities

- Assists in developing, performing, and promoting children's programming, which includes:
 - Summer reading programming, teen specific events, youth programming, and story times
- Actively participates in continuing education in all things youth library related
- Assists other departments in coverage if necessary
- Other duties as assigned

Qualifications and Education

- Bachelor's degree required; work experience in lieu of education considered
- Experience and aptitude for working with children
- At least one year working in a library or learning environment (education may substitute)
- Knowledge of children's literature
- Excellent communication, both written and oral
- Must be a self-starter able to take direction and feedback
- Must be organized with the ability to prioritize
- Proficient in utilizing library applications and software

Working Conditions

- Regularly scheduled evenings and weekends
- Lift up to 50lbs with assistance, push and steer book carts
- Ability to move easily from sitting to standing
- Comfortable climbing, jumping, squatting, sitting, and additional physicality involved in youth services programming

Alpha Park Public Library District

Job Description

Youth Services Assistant



Reports to: Youth Services Department Head
Department: Youth Services
Classification: Non-exempt, regular part-time, hourly

General Statement

The Youth Services Assistant brings energy, excitement, and a desire to learn. This position will assist the Department Head and Youth Services Specialist with basic library upkeep, programming, marketing, and community engagement. Other duties include assisting patrons, shelving, assisting with the Summer Reading Program, Teen Events, and assembling programming materials. The position requires a basic understanding of library policy and practices, and the ability to relate these in a positive manner to our patrons.

Responsibilities

- Creating displays and bulletin boards
- Assist with performing and promoting all children's programming
- Shelving, shelf reading, shifting projects, and other basic library maintenance tasks
- Assist with interdepartmental coverage when needed
- Other duties as assigned

Qualifications and Education

- Experience, aptitude, and desire to work with children
- Knowledge of/willingness to learn about children's literature
- Strong written and verbal communication
- Strong attention to detail
- Proficient in utilizing library applications and software and/or not averse to working with or learning new technology

Working Conditions

- Regularly scheduled evenings and weekends
- Lift up to 50lbs with assistance; push and steer loaded book carts
- Can move easily from a sitting to a standing position
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing