

Iowa City Public Library
POSITION VACANCY ANNOUNCEMENT
www.icpl.org

To: All Current City Employees and the General Public
From: Iowa City Public Library
Date: March 10, 2020

**Supervising Librarian
Adult Services**

Full-time, permanent position
Salary Range \$59,592.00 to \$89,107.20

SUMMARY:

Plans and directs the operation of the Library Switchboard. Responsible for the implementation of policies, procedures, workflow, and training associated with the Switchboard and inter-library loan. Functional direction is exercised over seven to ten permanent staff. Works at the Info Desk and Switchboard. Coordinates the preparation and maintenance of Library statistics, and prepares the master schedule for all Library staff three times per year. Coordinates other administrative projects and serves on Library committees and task groups as assigned. Criminal background check required.

MINIMUM EDUCATION, EXPERIENCE AND CERTIFICATION

Master's degree in library science from an ALA-accredited program required, plus two years of experience in a public library with emphasis on public services. Supervisory experience required. State Library Education Endorsement will be required upon hire and must be maintained.

PREFERRED EDUCATION, EXPERIENCE and CERTIFICATION

Three years of professional library experience preferred. Supervisory experience in a public library preferred. Experience delivering reference service, and administrative reporting preferred.

APPLICATION: Please visit the City of Iowa City's website at www.icgov.org/jobs to complete the City of Iowa City online employment application. Please provide a cover letter and resume in addition to the application.

Application deadline is March 31, 2020.

To comply with the requirements of the Immigration Reform and Control Act of 1986, all persons hired will be required to provide verification of identity and employment eligibility per provisions of the Act.

The City of Iowa City is an Equal Opportunity Employer.

City employees must log into their MSS account as an employee with their employee number and password in order to apply

Identification

Position Title: Supervising Librarian

Job Title: Switchboard Manager

Department: Adult Services/Administration

Division: Library

Immediate Supervisor: Adult Services Coordinator/Library Director

Job Summary

Plans and directs the operation of the Library Switchboard. Responsible for the implementation of policies, procedures, workflow, and training associated with the Switchboard and inter-library loan. Functional direction is exercised over seven to ten permanent staff. Works at the Info Desk and Switchboard. Coordinates the preparation and maintenance of Library statistics, and prepares the master schedule for all Library staff three times per year. Coordinates other administrative projects and serves on Library committees and task groups as assigned.

Essential Job Duties and Responsibilities

Formulates policies and procedures for Library Switchboard. **Hires, trains, schedules,** and **evaluates** the work of staff assigned to the Switchboard.

Schedules and **chairs** regular meetings of Switchboard staff.

Interprets management decisions, directions, policies, and regulations to the Switchboard staff; **communicates** Switchboard staff needs and suggestions to the Adult Services Coordinator.

Serves regularly at Switchboard and Info Desk as assigned, including weekend rotations.

Answers basic reference questions and transactional questions relating to patron accounts, the circulation of materials, and general library services at Switchboard.

Responds to general questions and comments made electronically and through in-house methods. **Documents** replies.

Oversees inter-library loan processes and procedures.

Provides guidance to patrons at the Info Desk in the identification and use of nonfiction and young adult materials in a variety of formats.

Assists patrons in the use of the online catalog, electronic reference resources, and the Internet.

Answers routine and **researches** complex questions, using print, electronic and other resources in person, on the telephone, by mail, and email.

Answers all incoming calls to the Library Switchboard, and **answers** callers' questions or transfers calls to other staff. Simultaneously **monitors** and **handles** incoming phone calls and email questions. **Provides** general information about the Library to the public.

Prepares master schedule for all Library staff three times per year. **Prepares** holiday schedule annually.

Coordinates the preparation and maintenance of statistical data and other information for Library records and reports.

Responds to electronic and paper comments and suggestions, referring items appropriately if needed.

Coordinates other administrative projects and **serves** on Library committees and task groups as assigned.

Participates in Library planning and implementing goals and objectives.

Reads widely in local and professional literature to assure awareness of contemporary trends in the community and in librarianship.

Performs clerical tasks related to daily operations, such as generating and sending circulation notices, preparing trapped holds for pickup, and contacting patrons to resolve discrepancies with audiovisual materials.

Renews library materials, places and cancels holds, **performs** searches in catalog, **registers** patrons for classes, and books meeting rooms.

Implements established policies and procedures regarding the safety and security of customers and fellow staff members.

Consistently **presents** the Iowa City Public Library and its collections, programs, and services in a positive manner and **adheres** to customer services procedures and guidelines as established by the library.

Conducts self in a manner which **promotes** and **supports** diversity and inclusivity in the community.

Performs other duties as assigned.

Physical and Environmental Conditions

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to stand or sit. The employee is occasionally required to walk, climb or balance; and stoop or kneel. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. This position must have the ability to apply up to 30 pounds of force to move or push a book cart. Specific vision abilities required by this job include close vision, color vision, and peripheral vision. The noise level in the work environment is usually moderate.

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education, Experience, and Certification

Master's degree in library science from an ALA-accredited program required, plus two years of experience in a public library with emphasis on public services. Supervisory experience required. State Library Education Endorsement will be required upon hire and must be maintained.

Preferred Education, Experience, and Certification

Three years of professional library experience preferred. Supervisory experience in a public Library preferred. Experience delivering reference service, and administrative reporting preferred.

Knowledge, Skills, and Abilities

Knowledge of mission and functions of a public library. Knowledge of management theory and techniques, service planning, and evaluation. Proficiency in computer use for departmental and administrative functions. Knowledge of information resources of all types. Knowledge of collection development principles, policies and procedures, trends in publishing, and awareness of popular materials. Knowledge of standard reference and reader's advisory methods, techniques, and resources. Skilled in supervising others. Skilled in writing and speaking effectively. Skilled in maintaining and utilizing statistics and spreadsheets, and preparing reports. Skilled with using the circulation system software, library catalog, and Event Manager. Skilled in using online information resources and ready-reference materials. Skilled in interpreting scheduling rules and appropriately assigning staff to public service shifts. Skilled in utilizing scheduling software. Ability to evaluate sources of information. Strong interpersonal skills and ability to maintain effective relationships with other staff and representatives of other City departments, other agencies, vendors and the general public. Ability to write policies and develop procedures. Ability to assess patron needs and communicate with a diverse public, including assisting with customer complaints and general customer service issues. Promote and model excellent customer service. Ability to engage and serve the public in a positive manner; Ability to work in an innovative and fast-paced public service environment.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.