



HUMAN RESOURCES DEPARTMENT

ANNOUNCEMENT OF VACANCY

March 25, 2022

POSITION: Assistant Manager - Adult

AGENCY: Various Locations

SALARY: \$57,414.00 - \$63,098.00

For a complete description of Detroit Public Library, log on to www.detroitpubliclibrary.org.

APPLICATION INSTRUCTIONS –INTERNAL & EXTERNAL APPLICANTS

- *Submit completed resume with cover letter to tsimon@detroitpubliclibrary.org*

APPLICATIONS MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE BY 4:00 p.m., April 8, 2022.

No person shall be subject to discrimination in employment, in any program or activity of the Detroit Public Library.

See below for job specification for essential functions and qualifications

JOB DESCRIPTION

Librarian III – Assistant Manager – Adult Services



LIBRARIAN III – ASSISTANT MANAGER - ADULT SERVICES

Job Family: **Public Services Group** FLSA Status: **Non-Exempt**
Revised Date: **November 2010** Bargaining Unit: **UAW-Pool**

GENERAL PURPOSE: Under general supervision, is responsible for assisting in the administration of a branch or main library department of the Detroit Public Library (DPL); assists with the supervision of the day-to-day operations, staffing, planning, and implementation of assigned adult services program area; ensures quality customer service; maintains and organizes a relevant collection of library materials; provides relevant programs for the community; and participates in and supports organizational goals, policies, and guidelines.

SUPERVISION RECEIVED/EXERCISED: Works under the general supervision of assigned Library – coordinator or manager; and does exercise supervisory responsibility.

DISTINGUISHING CHARACTERISTICS: This is third in a series of three in the Librarian job series. It is distinguished from the Librarian II in that incumbents in this classification exist to assist with supervision and administration of the day-to-day operation of a branch or main library department or program, including directing the work of lower level library and clerical staff. Incumbents may also lead or coordinate one or more system-wide library programs. Incumbents have considerable latitude in the application of professional practices in the assigned area of responsibility.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

In adult services area of assignment:

- Supervises, coordinates, schedules, assigns, and inspects the daily work activities of assigned staff; coaches, trains and motivates staff; and coordinates and/or provides staff training.
- Assists with managing and prepares the daily workflow and prioritization of projects and staff; measures the performance of the unit and staff and recommends or suggests appropriate corrective action when necessary; provides advice and counsel to staff; develops developmental work plans for staff; recommends corrective actions and discipline procedures as appropriate or necessary.
- Drafts and completes weekly sign-in sheets for staff members; completes bi-weekly time sheets for payroll office; creates work schedules due to illness or other emergency or unforeseen change in employee's personal schedule.

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- Provides reference services in assigned adult services program area; analyzes customer requests to determine needed information; assists in furnishing or locating the information; searches reference materials including printed, on-line and Internet sources, to provide the necessary information; and instructs customers in basic computer skills, such as searching the library's computerized databases, so they can continue their research on their own.

PRIMARY DUTIES AND RESPONSIBILITIES (Continued):

- Locates unusual or unique information in response to specific requests; explains library resources and services outside the scope of assigned area or department; troubleshoots malfunctioning equipment such as computers, copiers, printers, and other peripheral equipment and finds alternate methods, if necessary, to satisfy customer's needs; translates or interprets library literature, conversations, and communications between library staff and customers, enabling verbal and written communication between non-English-speaking customers and the library organization; proofreads translated materials; provides solutions in translated language to customer service issues; assists with translating marketing programming; and assists in producing media materials in-house written for non-English speaking customers.
- Provides collection development and maintenance functions; reviews and evaluates print materials using book reviews, catalogs, and customer recommendations to select and order items to be added to the collection; reviews and evaluates potential electronic resources; evaluates existing books, periodicals, and other materials to determine outdated or unused items for discard; organizes collections of books, periodicals, and other reference materials for convenient access.
- Confers with community members and organizations to plan, develop and implement informational programs in assigned area; oversees partnerships with community organizations; makes collection decisions and determines additional library services to offer; and plans and implements monthly displays focusing on a specific aspect of the department's/program's holdings.
- Maintains and collects a variety of data to produce reports used for future reference, comparisons between branches and main library, and for program evaluation; maintains various statistics such as daily reference statistics, disposal/acquisition statistics, circulation statistics, program attendance statistics, meeting and activity statistics, and federal depository statistics.
- Assists in assuring that work areas and/or building and grounds are properly and safely maintained; performs opening and closing routines; fills out work order requests for building and grounds maintenance and repairs; conducts annual survey of physical assets; checks doors at closing, ensuring that library is ready for next day; supervises tidying of library by customer service assistants; assures working status of computers, copiers, printers, fax and other peripheral equipment; and ensures building alarm system is properly set at close.
- Serves as Patent and Trademark Depository Library Representative and serves as contact person between the library and the U.S. Patent and Trademark Office; implements rules and duties required for membership into the program; maintains and keeps collection of patent and trademark materials; and performs outreach to other libraries and inventors groups.
- Manages and oversees the TIP program which is a free community information and referral service that helps people find answers to the problems of everyday living; trains, schedules, and supports TIP librarians; develops protocols for call-handling; prepares schedules; observes and assists librarians with calls; provides service to customers who call TIP's direct number or select the option to "talk with a librarian"; conducts detailed interviews to determine callers' information needs; identifies and provides appropriate information and/or referrals to community services; develops and organizes materials for use at the TIP Desk; develops and maintains "quick reference guides" and operations manual; identifies and maintains an extensive collection of Internet bookmarks; provides oversight to TIP's book collection and periodical subscriptions; reviews, selects, and purchases reference books; reviews collection for relevance and currency; and removes/weeds items accordingly.

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- Supports supervisor and assumes responsibilities in their absence related to building security and other library customer issues; supervises daily departmental operations, including scheduling and output; arbitrates customer disputes regarding service or fines, library materials not returned or any other library related interactions; plans and conducts special projects as directed; performs opening and closing routines; checks doors at closing, ensuring that library is ready for next day; supervises tidying of library by customer service assistants; and ensures building alarm system is properly set at close.

PRIMARY DUTIES AND RESPONSIBILITIES (Continued):

- Administers, monitors, and maintains assigned budgets including book, audio, video, periodicals, and programming budgets; and prepares and processes requisitions or purchases for items utilized in programs.
- Performs miscellaneous duties such as typing; computer troubleshooting; creating displays to encourage traffic flow and visibility of materials; keeps abreast of community milieu and the changing literacy needs reflected in the service area and develops and customizes programming as appropriate; laminates shelf-reading, records audio selections of public domain materials; oversees supply inventory; processes gifts; maintains bulletin boards; may open and distribute departmental mail; and substitutes as reference librarian at other library locations as needed.
- Provides support to the assigned Library – coordinator or manager on matters as directed; participates on a variety of committees as assigned; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, Library policies and procedures, rules and regulations.
- Ensures an environment of customer-responsive services, providing customer-responsive service and handling customer service issues.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

Master's Degree in Library and Information Science from an ALA accredited institution and four years of professional library experience in area of assignment, including one year of supervisory/lead responsibility over staff and/or programs; OR an equivalent combination of education and experience.

Required Licenses:

- Must possess a valid State of Michigan Driver's License

Certifications Preferred:

- Level 1 Librarian Certification by the State of Michigan.

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Required Knowledge of:

- Advanced principles and practices of library science.
- Principles and techniques of library materials selection and cataloging.
- Dewey Decimal system, the alphabetical systems of shelving, and computer searching techniques.
- Books, publishing, the book trade, and book review media.
- Reference tools and services.
- Automated library information retrieval systems including Sirsi WorkFlows integrated library system.
- Reference and circulation processes and procedures.
- Understanding of different classification schemes for library materials.
- Significant authors, associations and publishers of books and reference sources in the assigned field.
- Project/program planning and management principles and practices.
- Public and community relations principles and practices.
- Other pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- Public library operations, services, and policies.
- Customer service standards and procedures.
- Supervisory principles, practices, and methods.

Required Skill in:

- Interacting with people of different social, economic, and ethnic backgrounds.
- Analyzing, evaluating, and appropriately selecting popular level library materials.
- Researching and finding answers to complex reference questions.
- Managing and administering the coordination of the development and maintenance of library collections.
- Selecting materials and collections of contemporary significance and of permanent value.
- Command of all reference tools used.
- Library research techniques, including the use of technology.
- Database records management.
- Problem solving and decision-making.
- Program design and development.
- Presenting ideas and concepts orally and in writing.
- Working cooperatively with internal and external customers in a professional, friendly and cooperative manner.
- Responding to inquiries in effective oral and written communications.
- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with Library and department staff, board members, outside agencies, and the general public.
- Supervising, leading, and delegating tasks and authority.

Physical Demands / Work Environment:

- Work is performed in a standard library environment.
- Subject to sitting, standing, walking, stair climbing, reaching, and lifting of objects up to 25 pounds.
- Must be able to push/pull library carts and lift/carry library materials.