

**Town of Erving, Massachusetts  
Position Description**

<b>Position Title:</b>	Assistant Director	<b>Compensation Schedule:</b>	General Government
<b>Department</b>	Library	<b>Level:</b>	D
<b>Reports to:</b>	Library Director	<b>FLSA Exempt:</b>	No
<b>BoT Approved:</b>	03/21/2024	<b>Essential:</b>	No

**Statement of Duties:** The Assistant Director is responsible for the oversight of circulation services, adult services, STEAM (Science, Technology, Engineering, Arts, and Math) and makerspace programming, grant administration, and other library services in support of daily department operations of the library. Manages the library in the absence of the Director. In addition, employee is required to perform all the duties of the Library Assistant. The position works per week year-round.

**Supervision Required:** Under general supervision of the Library Director, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding. An annual performance evaluation and goal-setting process will support the employee maintaining the above to expected standards.

**Supervisory Responsibility:** Under the general direction of the Library Director hires, trains, and schedules substitute staff and manages volunteers. In the absence of the Director, supervises staff and may assist with processing payroll. May direct staff in work assignments and provide training as requested by the Director.

**Confidentiality:** Employee has access to confidential information of the department in accordance with the Commonwealth's Public Records Law such as patron records. Employee may have access to confidential personnel files (new hire paperwork), in the absence of the Director, and will be in accordance with all State and Federal laws.

**Judgment:** Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principles, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee may assist the Director in interpreting the guidelines, in determining how they should be applied, and in developing operating policies and practices.

**Complexity:** The work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field as well as functions and processes such as planning, organizing, controlling, coordinating, evaluating, integrating activities.

**Work Environment:** The work is performed in a public library setting. The environment involves Erving, MA - Library

## Town of Erving, Massachusetts Position Description

everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

**Public Contact:** Duties involve constant contact with members of the public. Employees must possess a high degree of diplomacy and judgment and must be able to work effectively with and influence all types of people.

**Accountability:** Consequences of errors, missed deadlines or poor judgement could have far reaching effects on the municipality's ability to deliver services and the public's confidence in the town government and can result in missed deadlines, adverse public relations, monetary loss, legal repercussions, and increased labor/material costs.

**Occupational Risk:** Duties of the job present little potential for injury to the employee. Risk exposure is like that found in public library settings. Employee may be required to attend evening meetings or other functions in a non-exempt capacity.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Responsible for the oversight of day-to-day circulation operations, the checking of materials in and out of the Library for patrons, running daily holds lists, requesting materials from other libraries, and registering new patrons. Ensures adequate coverage of circulation desk. Responsible for interlibrary loan within CW Mars and other state/regional lending programs. Maintains the library and its materials in a neat and orderly condition. Performs shelving, weeding and assisting with organizing displays. Escalates patron problems and circulation issues to the Library Director. Performs this work in accordance with Town of Erving policies and procedures, Board of Trustees leadership, state law compliance, Massachusetts Board of Library Commissioners standards, American Library Association ethics, and under the management of the Library Director.
2. In coordination with other library staff is responsible for the opening and secure closing of the library building; ensures the building is prepared for public use; turns computers on and off and establishes network connections. Reports technology and facility issues and emergencies to the Library Director.
3. Assists patrons in the use of the library, helping them with the use of the on-line catalog, basic computer use, Internet, library databases, reference, and in the selection of reading or media materials. Provides reader's advisory, suggesting materials and other information for a patron's consideration. Provides information in person, over the phone and via email concerning hours, materials or materials on loan from other sources. Contacts borrowers about items on hold or overdue materials.
4. Sets-up a schedule of adult programs, community education, skill building, STEAM, and makerspace programs each quarter to reflect the diverse cultural and educational interests of the patron community. Publicizes these events after review by the Library Director. Assists implementing and evaluating programs. Contributes to the management of the annual Summer Reading Program. Collaborates with community organizations and

## **Town of Erving, Massachusetts Position Description**

neighboring libraries to bring expanded services to patrons.

5. Manages the library's Makerspace, including recommending the acquisition of materials, supplies, storage and maintenance and the Library of Things. Creates monthly activities for patrons of all ages to use on a walk-in basis.
6. Manages the library's social media (Facebook) and assists the Library Director in monthly public relations activities including but not limited to press releases, social media posts, flyers, handouts, bookmarks.
7. Seeks and administers grants to fund library programs, services, and collections under the supervision of the Library Director. Reports on grants as requested including data gathering, budget management, and writing documentation.
8. Assists the Library Director to select materials for the library collection in the areas for adult patrons, community skill building, STEAM, makerspace and Library of Things. Conducts ongoing assessment of the collection to determine the condition of materials, patron interests, and the currency of materials to ensure a well-rounded collection that meets the needs of the Erving and CW Mars communities.
9. Keeps informed of administrative functions of the library and performs such functions in the absence of the Library Director. Performs a variety of clerical duties including keyboarding, data entry, and sorting mail. Keeps records and statistics in accordance with standard procedures. Responds to building emergencies in the absence of the Library Director. Assists the Library Director to compile statistics, budgetary information and prepare various town/state reports. Contributes to the preparations of policies and procedures for Trustees approval.
10. May attend continuing education seminars, workshops and meetings to keep current with new or changing collection development, technology, policies or library issues. Serves on town committees and attends town or trustee meetings in the absence of the Director. May represent the Library at local, regional, and state conferences as needed.
11. Regular attendance and punctuality at the workplace are required.
12. Performs similar or related work as required, directed, or as situation dictates.

### **Minimum Qualifications:**

**Education and Experience:** Bachelor's degree in a discipline related to administration, customer service, information technology or libraries; minimum of three years of experience in libraries; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job may be considered.

### **Special Requirements:**

#### **Knowledge, Abilities and Skill**

**Knowledge:** Knowledge of or ability to learn professional library principles, practices, services and library laws and ethics. Knowledge of state, regional, and local resources, and services vital to library operations. Knowledge of the library's collection and publishing patterns. Knowledge of library policies and procedures. Extensive knowledge of current library technology, its application in CW Mars and other library networks. Solid understanding of computers and the library computer systems. Knowledge of standard office procedures, practices, forms, and equipment.

**Town of Erving, Massachusetts**  
**Position Description**

Knowledge of the library subject classification (Dewey Decimal, LCSH) and cataloging standards (AACR2).

**Abilities:** Ability to establish and maintain effective working relationships with diverse interest groups and work cooperatively with supervisor, staff, and elected or appointed officials and the general public. Ability to analyze administrative problems and library needs, to evaluate library services, and make recommendations for revisions. Ability to communicate effectively with all the members of the public, including children and people of diverse backgrounds, in a courteous and tactful manner. Ability to direct the work of library staff. Ability to enforce library policies fairly and tactfully. Ability to understand, operate, and troubleshoot computer systems and software. Ability to interpret community interests and needs.

**Skill:** Skill in all the above-listed tools and equipment. Excellent public relations skills to deal with people effectively and appropriately. Proficient oral and written communication skills. Effective supervisory and computer software skills in support of department operations. Effective budgetary management skills. Skill in grant writing.

**Physical and Mental Requirements**

*The physical demands 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 position's essential functions.*

**Physical Skills:** Minimal physical effort is required to perform the essential functions of the position. Frequent sitting, talking, walking, crouching, use of step stool for shelving, and mental concentration for prolonged periods are required; occasionally required to lift and/or move objects or books of up to 40 pounds. Must be able to communicate and be understood clearly, give presentations, or participate in other public discourse situations. Position requires the ability to access off-site premises that may not be handicapped accessible.

**Motor Skills:** Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills to perform activities such as operating a motor vehicle, moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding and/or word processing. The employee is frequently required to reach and pull with hands and arms and sit and talk and hear for extended periods of time.

**Visual Skills:** Visual demands require the employee to regularly read documents for general understanding and analytical purposes. The employee may be required to determine color differences.