

General Information:

- All employees must adhere to *Expectations for all Bloomington Public Library Staff*
- Must have a Master's Degree in Library and Information Science from an ALA-accredited institution and at least five years of relevant library experience and at least three years of supervisory experience
- Work closely with the Library Director to provide strategic leadership for the library
- Lead the public services managers and their departments (Adult, Children's, and Circulation/Outreach) to create and deliver library services that meet the diverse needs of our community

Critical Elements of Performance:

- Collaborate with the Library Director to oversee library operations, ensuring alignment with the library mission, strategic priorities, and goals
- Hire, train, supervise, evaluate, and develop staff in a union environment
- Build a strong team environment through consistent communication and positive reinforcement
- Coach and counsel department heads in leadership skills, management practices, and conflict resolution
- Guide public service managers as they direct the organizational, planning, and administrative functions of their respective departments
- Coordinate and oversee the development of consistent, library-wide staff training
- Serve as the library's volunteer coordinator
- Respond to urgent matters outside of regular working hours
- Serve on the management team, collaborating to improve library services
- Analyze and evaluate services to determine if patron needs are being met
- Develop solutions to improve and enhance library services, including the recommendation of policy and procedure changes
- Demonstrate fiscal responsibility, managing applicable budgets and forecasting budget needs
- Participate in professional activities and/or community groups with cooperative interests
- Perform other related duties as directed

Additional Duties, as directed:

- Identify, apply for, and administer grants
- Establish and maintain cooperative relationships with community groups
- Serve as the Director's designee

Knowledge—Skills—Abilities Required to Perform Satisfactorily:

- Explore local, state, and national library developments and trends
- Identify community needs and initiate change
- Demonstrate leadership and motivation of others
- Navigate management and personnel decision-making in a union environment
- Demonstrate and inspire others to think innovatively and creatively
- Empower staff to provide exceptional library services
- Possess critical thinking skills and apply sound judgment to challenging situations

Other:

- The performance duties listed above 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.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## Expectations for all Bloomington Public Library Staff

### Job Knowledge

- Possess knowledge of the purposes and functions of libraries
- Implement all library policies and procedures, including confidentiality of records, Library Code of Ethics, and the ALA Bill of Rights
- Understand the Dewey Decimal System and correctly sort items alphabetically and/or numerically
- Possess knowledge of the Bloomington/Normal community
- Be comfortable using computers, library equipment, online resources, and other emerging technologies
- Regularly engage in continuing education and remain up to date with library trends
- Demonstrate willingness to learn new skills

### Customer Service

- Proactively greet patrons to create a welcoming and safe environment
- Show enthusiasm to work with a diverse population
- Demonstrate excellent interpersonal skills and provide positive customer service in a fast-paced work environment

### Dependability and Teamwork

- Work scheduled hours in-person, including evenings, weekends, and holidays on which the library is open, with some flexibility, based on the library's need
- Work as an effective and collaborative team member within committees, the department, and the library to achieve efficient, effective library operations across all departments
- Support library-wide initiatives, including attending outreach events as needed
- Work independently in an ethical manner, doing the work assigned, communicating openly and proactively about successes and challenges
- Behave consistently and maturely, especially when problem-solving or dealing with stressful situations
- Be aware of surroundings and report disturbances
- Set up for opening and closing of department and building as needed
- Accept responsibility for actions
- Work with a supervisor to develop and achieve individual goals
- Maintain cleanliness in staff areas
- Possess knowledge of and willingness to perform lower paying classifications
- Perform other duties as assigned

### Physical Requirements

- Must be able to stand, walk, and bend while kneeling to reach bottom shelves and stretch to reach overhead shelves taller than 60 inches
- Must be able to push wheeled book carts weighing more than 100 pounds
- Must be able to lift, move, and rearrange items
- Must be able to hear, comprehend, and respond to patrons effectively in person, over the phone, and via email/text/chat
- Must have visual ability to see computer screens, read printed text, and read call numbers and ID tags on library materials
- Must be able to manipulate phones, computer keyboards, and other electronic devices
- Must be able to perform repetitive hand and arm motions for extended periods of time
- Must have access to transportation and the ability to travel locally

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions*