

## JOB DESCRIPTIONS

The following job descriptions describe/detail the various positions and their related tasks within the McHenry Public Library District (MPLD). Each job description contains a general summary of the job followed by specific details regarding qualifications and core/“essential functions”. However, the job descriptions are not all inclusive task-wise. See also headings: **Job Descriptions and Titles**, in the **Staff/Internal Policy Manual**. The job descriptions appear in alphabetical order directly after the current pay scale followed by the staff organizational chart. The evaluation/review forms for each subdivision of job - Clerical and paraprofessional; professional; Executive Director - appear at the end of this document.

**A word about Performance Standards:** Although specific performance standards are provided for each position, general guidelines for evaluation/review are shown below:

Each position will be subject to an annual review/evaluation process by their Immediate Supervisor or Dept. Manager based on a prescribed evaluation document that contains set criteria as well as mutually-agreed upon goals and objectives. The review process is designed for all employees to succeed and the supervisor and employee will meet to refine/adjust those goals at least twice during the year. The final review will be done in April of every year, prior to the new year’s budget process. A copy will be placed in the employee’s file. New employees will be given a six (6) month evaluation/review based on the same criteria using the same prescribed document designed for that position:

- Standard criteria on specific form relative to job performance
- Delivery of superior customer service – exceeding customers’ expectations
- Ability to work as a team member in Dept. and within entire Library
- Specific job competencies stated in, but not limited to, core “essential functions” in that job description
- Specific job/task competencies and ability to address/fix deficiencies
- Attainment of mutually agreed upon goals/objectives
- Determination of new goals/objectives – refine existing relative to outside/inside influences
- Define areas of needed improvement – job tasks, behavioral
- CE and training opportunities accomplished
- New ideas/concepts placed into practice within the Dept. or Library
- Practical and working knowledge of needed technology for job
- Meeting job output requirements (if any listed)

(Job and task competency, Training and CE, Goal/Objective adjustment and attainment, Teamwork, Use/knowledge of technology, Delivery of customer service, Job output and New Ideas as well as Supervision expertise (where appropriate))

## BRIEF REQUIREMENTS FOR EACH JOB TITLE

### **Administrative Assistant** (currently vacant)

Reports to: Executive Director  
 Hours per week: FT/non-exempt. 37.5 hours per week - day/evening hrs.  
 Supervision exercised: PT Assistant

### **Assistant Circulation Manager (may be a Librarian II position)**

Reports to: Circulation Dept. Manager  
 Hours per week: FT/exempt. 37.5 hours per week - day/evening, Saturday, & Sunday hours  
 Supervision exercised: Supervises all Circulation Dept. staff + serves as Librarian in Charge on various evenings/weekends.

### **Assistant Director**

Reports to: Executive Director  
 Hours per week: FT/exempt. 37.5 hours per week - day/evening, weekend hrs.  
 Supervision exercised: All library staff; Dept. Hds. and acting as Executive Director in his/her absence.

### **Associate Librarian, (Serving in Circulation/ILL, Adult Services, Technical Services and YP Services)**

Reports to: Department Manager  
 Hours per week: PT-FT/non-exempt. 10-37.5 hours per week - day/evening, Saturday, & Sunday hours  
 Supervision exercised: May provide line/shift supervision under direction of Dept. Manager.

### **Building Manager**

Reports to: Executive Director  
 Hours per week: FT/exempt 37.5 hours/week, evenings and weekend hrs.  
 Supervision exercised: Supervises all Maintenance & Custodial Staff

### **Business Manager**

Reports to: Executive Director  
 Hours per week: FT/non-exempt. 37.5 hours per week - day/evening hrs.  
 Supervision exercised: PT Office Assistant

### **Circulation Manager (can be a Librarian III position)**

Reports to: Executive Director  
 Hours per week: FT/exempt. 37.5 hours per week - day/evening, Saturday, & Sunday hours  
 Supervision exercised: Supervises all Circulation Dept. staff + serves as Librarian in Charge on various evenings/weekends.

**Custodian Level I**

Reports to: Building Manager or Head Custodian  
 Hours / week: PT/non-exempt; 6-19 hours  
 Supervision exercised: None

**Emerging Technologies Librarian (Library I) (currently vacant)**

Reports to: Adult Services Dept. Manager  
 Hours per week: FT-10-37.5/non-exempt - hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision Exercised: May supervise paraprofessional & support staff within the department or division. May serve as the person in charge of the department during specified shifts. May also serve as project manager, supervising on an intra-dept. level.

**Executive Director**

Reports to: Board of Library Trustees  
 Hours per week: FT/ exempt, 37.5 hours per week/; weekends and night hrs.  
 Supervision exercised: Coordinates and oversees all library activities and staff.

**Genealogy/Local History Intern (currently vacant)**

Reports to: Adult Services Dept. Manager  
 Hours per week: varies with applicant/appointment but not less than 5 hrs. per week including daytime, evening, Saturday & Sunday hours  
 Supervision Exercised: None.

**Head Custodian**

Reports to: Building Manager  
 Hours per week: FT/non-exempt; 37.5 hours per week; weekends and night hrs.  
 Supervision exercised: May supervise Custodian I staff

**Librarian I (Serving in Adult Servs., TS, YP Servs.)**

Reports to: Dept. Manager  
 Hours per week: FT-10-37.5/non-exempt - hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision Exercised: May supervise paraprofessional & support staff within the department or division. May serve as the person in charge of the department during specified shifts.

**Librarian II (Serving in Adult Servs., TS, YP Servs.)**

Reports to: Department Manager  
 Hours per week: FT /exempt, 37.5 hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision exercised: Functions as Assistant Dept. Manager and supervises departmental staff along side Dept. Manager including Librarian I, paraprofessional, &/or professional levels. May serve as Librarian-in-Charge of the library during evening and weekend shifts.

**Librarian III (Serving in Adult Servs., TS, YP Servs.)**

Reports: Assistant Director as line supervisor; Executive Director  
 Hours per week: FT/exempt; 37.5 hours per week including daytime, evening, Saturday, & Sunday hours  
 Supervision exercised: Functions as Dept. Manager, supervising one or more staff at the Librarian I, Librarian II, paraprofessional &/or professional classification. Serves as the Librarian-in-Charge of the library during various evening and weekend shifts.

**Library Assistant ( Circulation/Adult Servs., TS and YPS)**

Reports to: Department Manager  
 Hours per week: PT/non-exempt; 10-30 hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision exercised: May serve as shift supervisor, immediate project management for other Library Assistants and Pages

**Page I (Circulation/ILL, TS)**

Reports to: Department Page Supervisor; Circulation Manager  
 Hours per week: PT/non-exempt, 10-15 hours per week including after school, evening, Saturday and Sunday hours  
 Supervision exercised: None

**Page II (Circulation/ILL, Admin) (may be Page Supervisor or Head Page)**

Reports to: Circulation Manager; Dept. Page Supervisor  
 Hours per week: PT-FT/non-exempt, 10-37.5 hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision exercised: May supervise Page I level staff as Head Page or Dept. Page Supervisor

**Public Relations Manager (PR Manager)**

Reports to: Executive Director  
 Hours per week: FT/exempt; 37.5 hours per week including mostly daytime, plus occasional evening or weekend hours as needed.

Supervision exercised: None; works closely with all Dept. Managers and staff on a project basis

**Technology Assistant**

Reports to: Technology Manager  
Hours per week: PT to FT/1 non-exempt; 10-19 hrs per week including weekends and evenings  
Supervision exercised: None

**Technology Manager (IT Manager)**

Reports to: Executive Director  
Hours per week: FT/exempt; 37.5 hrs. per week including mostly daytime, plus occasional evening or weekend hrs. as needed  
Supervision exercised: May supervise one or more staff at the Technology Assistant classification. Functions as Dept. Manager and Librarian-in-Charge upon occasion.

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## Administrative Assistant

Reports to: Executive Director  
Hours per week: FT/non-exempt. 37.5 hours per week - day/evening hrs.  
Supervision exercised: PT Page II (Office help)

### Job Summary:

This administrative staff position routinely provides a broad level of support services for the Executive Director and administrative staff, including the Board of Trustees. It requires a combination of data inputting, accounting/payroll, word processing and other secretarial skills. Tasks using technical & applied computer skills, including hardware troubleshooting, spreadsheet creation/manipulation, desktop publishing, and database & word processing experience are the norm. An attention to detail and the ability to multi-task are mandatory. (job currently vacant - Business Manager employed instead)

### Qualifications:

- Appropriate college coursework; 2 yr. business degree or equivalent.
- 2 yrs. previous similar support experience including data entry and payroll.
- Previous personnel/human resources experience desirable.
- Familiarity with office equipment, computer hardware/software applications. Some troubleshooting skills desirable.
- Experience with Quickbooks, MS Word and Excel/Office products required.
- Excellent written and verbal communication skills mandatory.
- Previous experience with line item budgets, accounting principles and practices in non-profit organizations preferred.
- Excellent organizational and multiple priority skills mandatory.
- 1 yr. prior experience in an Illinois public library district highly desirable.

### Essential Functions:

- Attends monthly meetings of the Board of Library Trustees, acts as Secretary to the board in preparing and retaining various records/minutes & other reports/agendas for the Board.
- Works closely with accountants and auditors in maintaining budget, payroll and ledger information.
- Prepares monthly statistical & payroll reports with assistance from accountants.
- Codes billing and inputs data into Quickbooks.
- Checks/verifies timesheets; inputs payroll information into Quickbooks, prepares paychecks and other payroll related information using spreadsheets, balance sheets and other documents forms.
- Assists with maintenance of personnel records.
- Prepares and reconciles daily cash receipts, counting change & prepares weekly bank deposit.

- Interacts with staff at all levels on billing, payroll, HR, insurance and promotional activities.
- Maintains inventory of library supplies and prepares supply orders including staff snack machines - may involve filling machines, moving carts of supplies.
- Assembles and organizes board packets monthly, working with the IT Manager for digital delivery.
- Working in concert with the Executive Director, prepares various reports and legal ordinances/notices, insurance, auditors and accounting reports.
- Provides secretarial support for the Executive Director.
- Other duties as assigned.

**Performance Standards:**

- Communicates and interacts effectively with staff and Friends groups.
- Provides Quickbooks summaries and other billing and payroll information to accountants in preparation of monthly financial statements and payroll.
- Handles billing problems and enters/codes bills with minimum errors.
- Accurately prepares bill reports.
- Prepares payroll reports in a timely fashion.
- Board packets are well assembled & delivered on time.
- Minutes are prepared accurately & with minimal editing/corrections
- Is thoroughly familiar with appropriate software & helps staff to more effectively use the programs available to them (Quickbooks and MS Office).
- Effectively performs a variety of miscellaneous duties as assigned.
- Consistently demonstrates flexibility & adaptability.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns (schedule adherence and accountability).
- Supervises part-time Page I/II staff.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.



## **Assistant Circulation Manager (may be a Librarian II position)**

Reports to: Circulation Dept. Manager  
Hours per week: FT/exempt. 37.5 hours per week - day/evening, Saturday, & Sunday hours  
Supervision exercised: Supervises all Circulation Dept. staff + serves as Librarian in Charge on various evenings/weekends.

### **Job Summary:**

Oversees all daily operational aspects of the Circulation/ILL Dept., especially in the absence of the Circulation Manager, and performs various daily circulation functions such as check-in/out of materials, assisting customers with questions concerning circulation records and status, daily overdue and hold reports and general library reports and statistics. Works in close proximity with all Circulation staff and Pages as well as interacting with all library staff on a daily basis. Performs and supervises special projects as required.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program preferred; 4 year BA/BS degree required
- 1 yr. previous library public service experience preferred
- 2 yrs. prior supervisory experience required; supervising combination of PT/FT staff helpful
- Familiarity with library circulation systems (ILS) and processes preferred
- Exhibiting a high degree of technology and computer skills including word processing, spread sheet, & databases plus mobile technology
- Excellent communication skills- verbal and written
- Excellent problem-solving and customer service skills required

### **Essential Functions:**

- Performs daily circulation functions including check-in/out, inputting customer information, giving out library cards, running various reports - overdues, holds, etc.
- Answers general customer questions regarding library programs, collections, directional + handing off to other staff
- Serving as general, first-line receptionist, answers telephone, directing calls to appropriate staff
- Identifies, researches and resolves customer issues determining optimal solutions - may involve direct customer contact as well as or e-mail, letter and telephone
- Supervises all tasks of Circulation/ILL staff, including scheduling of on-duty staff when on-desk and in the absence of Circulation Manager
- Completes, submits and tracks collection account reports to collection agency
- Maintains circulation staff time-off records + timesheets
- Maintains meeting room scheduling (using Evanced software)
- Operates Disc Check cleaning/repair unit (RTI)

- Performs standard trouble-shooting on various circulation computer hardware when necessary, determining remedies and passing those solutions onto the IT Manager
- Assists Executive Director and IT Dept in evaluating new methods of operation, new equipment and recommends new policies and procedures
- Other duties as assigned

**Performance Standards:**

- Exhibits a strong commitment to positive customer service
- Demonstrates effective communication skills in oral directions, meetings and letters/email, telephone conversations
- Interacts with all Depts. and staff effectively and efficiently
- Supervises and schedules on desk and Page staff to meet library needs, making sure materials are shelved correctly and Dept. runs smoothly
- Shows problem solving skills regarding equipment, staff and customers
- Prepares required reports and statistics on time and with minimal errors
- Troubleshoots equipment in an efficient, logical manner and deals with staff problems effectively when necessary
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Assistant Director**

Reports to: Executive Director  
Hours per week: FT/exempt. 37.5 hours per week - day/evening, weekend hrs.  
Supervision exercised: All library staff; Dept. Hds. and acting as Executive Director in his/her absence.

### **Job Summary:**

This position requires a professional librarian who functions as the day-to-day manager of the library. General supervision provided by the Executive Director. The Assistant Director is responsible for the development, coordination & implementation of all programs, resources & services of all library departments and is involved in the planning, coordinating and training of all library staff. Additionally, this person is routinely involved with day-to-day building functionality and budgeting, policy and procedure interpretation, program planning and service providing as well as preparing various State library reports and serving as the collection development coordinator. The person must have strong managerial and leadership skills as well as excellent interpersonal, negotiation and arbitration skills. Additionally, the person be a motivator, have a strong sense of customer service and be committed to keeping abreast of the changes in the community and library service trends.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program required.
- Broad library experience is desirable.
- At least 3yrs. prior supervisory experience of at least 2 professionals, multiple Depts. required within a public library environment or equivalent.
- Demonstrated excellence in interpersonal (verbal/written communication) skills.
- Strong managerial/supervisory and leaderships skills required.
- Excellent time management and project management skills together with ability to prioritize multiple projects required.
- At least 1+ yr. in administering a line-item budget and materials budgets desirable.
- At least 2yrs. experience in dealing with the public and with staff is required.
- At least 1+ yr. of using various MS-based software, especially Excel spreadsheets, along with automated circulation/bibliographic systems is required plus knowledge of hardware/software applications in libraries.

### **Essential Functions:**

- Prepares various State Library and CCS reports including the following: IPLAR, per capita grant.
- Manages day-to-day staff and public customer problems and directs other questions to specific staff, especially the Executive Director.
- Interprets policy and procedural questions for all staff and recommends/aids in developing new policies and procedures to Executive Director and committees.
- Actively involved with various departmental committees in developing new programs, collections and services.

- Serves as the permanent chair of the Collection Development and Electronic Resources committees.
- Reviews library material orders and invoices, submits the orders to various vendors, and monitors spending for library materials to keep spending within the budgeted limits.
- Attends Library Board meetings and most meetings that affect multiple departments within the library.
- Represents the library at various professional and community meetings, including being the liaison for the Friends of the McHenry Public Library.
- Assists the Executive Director and Department Managers in all personnel matters including hiring, firing, discipline and evaluation/performance.
- Organizes regular CE opportunities for staff in-services and Final Fridays - evaluates, arranges, organizes and implements those events.
- Performs all of the duties of the Executive Director in his/her absence.
- Other duties as assigned.

**Performance Standards:**

- Cooperates and communicates well (both orally and written) with all Dept. staff helping them solve problems effectively.
- Consistently exhibits very strong public service skills & effectively teaches these skills to other staff in formal settings as well as informally through example.
- Is thoroughly familiar with all library policies, practices & procedures, & effectively uses & interprets them on demand.
- Develops, plans & implements effective programs regarding CE of employees.
- Consistently exhibits strong management & leadership skills including evaluation of departmental workflow, staff scheduling, inter-departmental cooperative efforts, & effective use of all departmental resources.
- Provides effective training & development opportunities, both formal & informal, for division staff
- Exhibits an understanding of departmental & library wide needs & priorities.
- Works effectively with a variety of community organizations
- Shows innovation in problem-solving and in presenting new ideas for library services and collections.
- Demonstrates a strong commitment to the continual development of quality public service & is consistently effective in developing those same traits in all division staff.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Associate Librarian, (Serving in Circulation/ILL, Adult and YP Services, Technical Services)**

Reports to: Department Manager  
Hours per week: PT-FT/non-exempt. 10-37.5 hours per week - day/evening, Saturday, & Sunday hours  
Supervision exercised: May provide line/shift supervision under direction of Dept. Manager.

### **Job Summary:**

This non-MLS, college degree position designates a paraprofessional who performs a variety of complex tasks that require some special skills and individual decision-making and evaluation, with possible interpretation of various policies and procedures. Many of these tasks require competent oral/written communication, negotiation and customer service skills as well as problem-solving abilities. Skills needed include the following: Negotiated cooperation between Depts. or outside entities, obtaining prices/cost data and comparisons, interpreting and explaining policies and procedures, setting deadlines and schedules within a project management schedule (ones own and other staff).competent reference interview skills, reference & readers' advisory skills, time & project management skills & public relations skills. Skills and responsibilities for program coordination and planning, assisting in planning for new services and collections or re-vamping same. Some regular supervision of staff is required within a shift or specific program environment. Personnel in this position serve in the following Depts.: Circulation/ILL, Adult Services, Technical Services, and YP Services.

### **Qualifications:**

- 2-year college (AA, AS) degree required; 4-year degree (BA/BS) preferred.
- Combination of job related college or LTA coursework required.
- 1+ yrs. previous library experience a plus, especially in a public library and working with intended clientele or similar Dept.
- Strong written & verbal/listening communication skills required; excellent telephone and customer service skills as well.
- Familiarity with automated library circulation and bibliographic systems (ILS) and OCLC, library patron and bibliographic records.
- Proven proficiency with computers, website navigation and various MS-based software including Word, Excel and Access plus strong keyboarding skills.
- Interest in learning about/adapting to new technology such as mobile applications, RFID and web-based services, e-reader services.
- Strong prioritization, organization skills and self -motivation - of oneself and others.
- Attention to details and problem-solving, analytical abilities desirable.

- Ability to multi-task and be a team player - working a combined public services desk while simultaneously working on specific projects **or** working a split Circulation Dept. with separate returns/check-outs and ILL areas.

### **Essential Functions:**

#### ***Adult and YP Services***

- Assist customers in use of automated card catalog, library resources inclusive of website, reference, databases/electronic resources, reader's advisory, bibliographic instruction, location of materials, ILL and general research using a variety of books, websites, ILS and other electronic resources.
- Assist patrons in rudiments of computer use, word processing, Internet searching in the library.
- Working as a team in a combined public service desk answering questions for adults and YA/children in-person, telephone, e-mail and messaging (involves time management, communication skills, analyzing, distilling and assessing information).
- Creation of bibliographies and other lists, using word processing, social card catalog, blogs and spreadsheets.
- Work with Adult Svcs staff on coordinated programs; work with PR Manager to design various displays, signage and posters.
- Participate in respective elements of collection development, selection and weeding, inclusive of using selection aids, checking ILS, etc.
- Participate, design and develop various library programming, crafts and displays as needed including flannel boards, storytimes, drop-in crafts, etc..
- Assist in training other staff and volunteers and implementing new policies and procedures and implementing new policies; helping to hone new procedures.
- Attend various in-house and outside CE activities
- Participate in, plan and develop bibliographic instruction for customers
- Assist with library outreach - Assisted living, preschool - high school (K-12), day care, story hours and outreach
- Plan and assist in creating art projects for young patrons
- Assist as a liaison to area schools through programs and outreach as directed by Dept. Manager (school visits, programs).
- Other duties as assigned

#### **Circulation/ILL**

- Organize and perform all daily circulation functions using ILS.
- Identify, research and resolve customer issues.
- Handle customer collection accounts and issues; resolving those issues when possible by following policy and procedure and interpreting such when necessary.
- Assist in scheduling staff and maintaining all staff timecard records.
- Assist in scheduling/maintaining all public meeting rooms.
- Daily operation of various equipment including cash register, computers, barcode readers, calculators, CD cleaning machines.

- Work with OCLC First Search to fill and request ILLs
- Process bills for lost/damaged materials
- Keep track of ILL statistics - borrowed/loaned; keep various paper/digital records of loans and requests
- Work with Pages and Circ. staff to unpack, process pack and mail ILL van delivery items
- Call/notify patrons and other ILL libraries concerning ILLs, due/returns/damages/no pick-up, unavailable
- Use ILS system to create brief records and place holds
- Answer telephone, e-mail and letter questions concerning ILLs - problem solve and deal with patrons directly
- Attend various Circ/ILL meetings representing MPLD
- Other duties as assigned.

### **Technical Services**

- Familiarity with ILS (Sirsi-Dynix) Cataloging and Acquisitions modules for a variety of TS function including creating on-order records, copy cataloging and editing item and bibliographic records
- Dealing with periodical/magazine vendors via e-mail, correspondence and phone
- Process newly received items - books and AV materials
- Complete 'received process' for items in ILS
- Communicate effectively with Dept. selectors for item information
- Ability to understand selection process and ILS workflow
- Work with Periodicals and vendors as subscription coordinator - Bibliographic records and physical items as well as labeling, items not received, duplicate items; contacting jobber and specific vendors
- Some manual dexterity required in assisting to physically process items for circulation as well as working with various equipment in label-making, etc.
- Weed magazines as per Dept. Manager wishes and physically shift position on shelves
- Possible materials selection duties, use of ILS to check circulation/popularity
- Creating labels for periodical signage
- Sorting and distributing TS mail
- Other duties as assigned

### **Performance Standards:**

- Consistently provides quick & accurate routine reference, readers' advisory & bibliographic assistance.
- Prepares brochures, press releases & bibliographies with minimal need for editing.
- Plans & coordinates library sponsored programs with minimal supervision
- Demonstrates the ability to manage multiple projects & multiple priorities.
- Exhibits consistent confidence & accuracy in the explanation/interpretation of library policies & procedures to patrons & staff as well in arbitrating disputes over policies - refers problems expeditiously and to the correct staff

- Is consistently effective in training new staff in departmental procedures.
- Exhibits tact & good judgment in supervisory responsibilities.
- Works effectively with staff at all levels.
- Communicates effectively with library patrons of all ages & backgrounds.
- Understands all features of the library's phone system & demonstrates the ability to effectively teach these skills to others.
- Quickly & accurately performs all departmental data entry tasks.
- Thoroughly understands & uses all departmental functions & is consistently able to teach those functions to other employees.
- Deals with all staff & patrons in an effective & courteous fashion & is consistently able to find effective methods of conflict resolution.
- Reports & documents are prepared in a timely fashion with minimum number of spelling, typographical, &/or grammatical errors.
- Meets "Essential Competencies" for position
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.



## **Building Manager**

Reports to: Executive Director  
Hours per week: FT/exempt 37.5 hours/week, evenings and weekend hrs.  
Supervision exercised: Supervises all Maintenance & Custodial Staff

### **Job Summary:**

This person is a member of the Dept. Manager staff and functions as the facilities manager, receiving general supervision from the Executive Director & providing direct supervision to all maintenance & custodial staff. This person is expected to have a solid knowledge of HVAC systems, plumbing, & electrical systems & be able to perform & train others to perform a broad range of maintenance & custodial tasks. The Building Manager actively participates in overall planning of physical layout and use of the facility by staff and customers and offers ideas for cost-savings. The position requires building management, project management & personnel management skills as well as adeptness in reading architectural/ mechanical drawings, use of CAD software and use of technology in general.

### **Qualifications:**

- High school graduate or G.E.D equivalent, some college preferred.
- 1+ yrs. prior experience with CAD architectural/design software.
- 3-4+ yrs. prior custodial & maintenance experience required.
- 2+ yrs. previous supervisory experience of at least 2 staff required.
- Ability to work effectively with minimum supervision.
- 2+ years of supervising/scheduling and training at least 1 FT custodian position.
- Knowledge of a full range of cleaning agent and chemicals used in proper cleaning of buildings, including hard floors, carpet, walls and ceilings.
- Knowledge & effective use of appropriate tools & equipment.
- Good interpersonal (written and verbal) skills; demonstrated history of working successfully with different types of people; possibly multiple Depts.
- Ability & willingness to work flexible hours, inclusive of early morning and late evenings.
- Proven ability to manage multiple priorities & schedule routine or seasonal demands.
- Knowledge of safe working procedures.
- Ability to lift & move boxes approximately 50 lbs in weight required plus push various carts of up to 125lbs including mobility to get in/out of ¾ ton truck.
- Ability to make appropriate repairs to furnishings & equipment - use of equipment and tools.
- Working knowledge of roofs, plumbing, HVAC & electrical systems - ability to read and interpret architectural/mechanical drawings.
- Ability to climb exterior and interior ladders for cleaning/light fixture changes, and general maintenance.
- Demonstrated knowledge of use of truck/snowplow and forklift as well as of floor machines, vacuum cleaners and other cleaning machines as well as snow blowers and various types of lawn equipment.

- Valid driver's license required; CDL desirable; ability to drive forklift and pickup truck with snowplow and salt spreader.

**Essential Functions:**

- Schedules & supervises cleaning of all public & staff areas.
- Hires, trains & evaluates all maintenance & custodial staff; analyzes work flow activity and schedule changes.
- Develops schedule of seasonal tasks.
- Develops cleaning schedule/routine.
- Develops & maintains inventory of library furnishings & equipment.
- Schedules & supervises repair & maintenance tasks including:
  - Changing lights/ballasts
  - Equipment repairs
  - Furnishing repairs
  - Plumbing repairs
  - Washing interior & exterior windows
  - Routine care of tile floor/carpeting
- Analyzes energy costs and develops saving routines and equipment.
- Participates in the budget process.
- Schedules & supervises grounds maintenance including litter pickup, mowing/landscape care, keeping entryways free from ice, some snow removal.
- Schedules & supervises interior & exterior window cleaning.
- Prepares various regular and ancillary reports for Dept. - monthly and annual reports, etc.
- Other duties as assigned.

**Performance Standards:**

- All staff & public areas are well maintained.
- Demonstrates the ability to effectively & efficiently schedule seasonal tasks.
- Communicates effectively with staff at all levels.
- Develops efficient routines for cleaning, repairs & preventive maintenance.
- Consistently recommends & chooses appropriate chemicals, cleaning products, supplies & equipment that contribute to effectiveness & efficiency.
- Effectively maintains & reviews inventory of library furnishings.
- Contributes to overall library economy by completing significant in-house equipment repairs & establishing preventive maintenance procedures.
- Building & grounds are consistently well maintained, free from litter, ice & other obstructions.
- Floor coverings & furnishings are clean & in good repair.
- Effectively & efficiently uses personnel & materials to accomplish assigned tasks.
- Hires competent staff & provides sufficient training in appropriate areas.
- Demonstrates flexibility in task assignments & work schedule.
- Consistently demonstrates the ability to manage multiple priorities.
- Is an effective member of the library management team.

- Consistently recommends time & cost saving measures.
- Meets “Essential Competencies” for position
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## Business Manager

Reports to: Executive Director  
Hours per week: FT/non-exempt. 37.5 hours per week - day/evening hrs.  
Supervision exercised: PT Page II (Office help)

### Summary of Position:

This administrative position is responsible for maintaining and managing the financial and human resources (HR) aspects of the library, including accounting, bookkeeping, insurance and payroll functions ensuring accuracy, timeliness and compliance with all prevailing wage and hour laws and regulations. This position maintains personnel records, administers library benefits, and provides policy and procedural information to staff relative to library and employment law. It requires a broad level of support services including experience with Quickbooks and MS Word, Publisher and Excel as well as expertise in general accounting principles and a combination of data inputting, accounting/payroll, budgeting, word processing and other secretarial skills. Additionally, this position prepares various reports by integrating and analyzing various data and assists the Executive Director in making decisions regarding finance, insurance, staffing and budgeting. An attention to detail and the ability to multi-task are mandatory as is the ability to work concurrently independently and within a larger group on various projects. Additionally, the position inventories/purchases supplies for the staff area including vending machine drinks and food as well as paper products. Tasks using technical & applied computer skills, including hardware troubleshooting, spreadsheet creation/manipulation, desktop publishing, and database & word processing experience are the norm. This position routinely interacts with the library board and staff and provides clerical/secretarial support to the board, the Executive Director and the rest of the administrative staff when needed.

### Qualifications:

- College-level coursework related to key responsibilities, including Accounting or Bookkeeping, Office Management, Business and Human Resources. Associates Degree in one or more of the above areas required; Bachelor's Degree highly desirable with equivalent education/experience in these areas considered.
- 5 yrs. + total experience in a governmental (public library, school district, municipality, park district) or not-for-profit organizational environment. 2 yrs. of experience in EACH of the key functional areas (HR, business/financial, and administrative support). Simultaneous or overlapping experiences are acceptable.
- Demonstrated proficiency with QuickBooks software. Also must be proficient in Excel, Word, or equivalent software products. Familiarity with online banking software desired.
- Knowledge of current human resources (HR) practice and laws, compensation and benefits practices highly desired, including wage/hour labor laws.
- Excellent written and verbal communication skills required plus ability to work in a team-friendly environment.

- Excellent organizational, task prioritization and multi-tasking skills required.
- Knowledge of public library district legal calendar and notification schedule highly desirable.

**Essential Functions:**

- Maintains and manages the daily and monthly financial operations of the library including accounts payable and financial statements. Works with accountants coordinating monthly reviews of reports generated. Inputs data into Quickbooks, generates regular and custom reports.
- Reconciles bank statements, makes corrections, inputs data and generates reports.
- Maintains and manages the biweekly payroll functions ensuring accuracy, timeliness and compliance with all prevailing wage/hour laws and regulations.
- Works with accountants coordinating biweekly reviews of reports generated and transmission of data.
- Prepares time cards, calculates and generates payroll checks, and maintains accurate, up-to-date employee attendance records.
- Assist accountants and auditors in the preparation of the financial year-end analysis through generated reports, financial analysis and preparation of statutory-required documents.
- Codes and enters accounts payable data to proper vendors and generates accounts payable checks.
- Provides monthly assistance to the Board of Library Trustees by acting as transcribing secretary -- attends regular and special board meetings, writes minutes, and assembles board meeting packets, assisting in digitization and transmission. Provides essential and confidential daily administrative support to the Executive and Assistant Director.
- Maintains and manages all customer accounts -- receives statements, verifies outstanding invoices, processes payments as specified.
- Researches, summarizes, and makes recommendations on purchases -- negotiates quotes, makes purchases, receives and verifies supplies, furnishings and equipment.
- Maintains office supply inventories and reorders items as needed.
- Prepares the library for daily business operations -- prepares cash drawers and records daily receipts; prepares checks as needed.
- Assists with overall budget preparation and monitoring -- monitors the budget and informs Executive Director of problems and actions as needed.
- Creates, maintains, and manages personnel and benefit files to comply with company standards and government regulations for all employees.
- Administers the library's benefits (health insurance plus other) program -- prepares new hire orientation packets, new employee enrollments, processes changes of status, calculates insurance premiums, and assists employees with questions.

- Organizes a variety of files and materials; assists in compliance with the library's file retention requirements. Also organizes, maintains, and updates variety of files, records, and databases pertaining to finances and budgeting, insurance and personnel.
- Supervises a Page II PT position in performing cash drawer reconciliation and other clerical duties.
- Other duties as assigned.

**Performance Standards:**

- Communicates and interacts effectively with staff, Board and Friends of the Library, keeping employee privacy as #1 concern.
- Attends most regular and special board meetings, accurately preparing packets, financial reports and minutes.
- Interacts with and schedules accountants and auditors in preparation of monthly financial statements, payroll and end of year information.
- Accurately handles and prepares financial and payroll issues with minimum errors.
- Demonstrated proficiency with appropriate software and trains supervised clerical staff to assist them in their duties.
- Consistently demonstrates task/time flexibility and adaptability in the position.
- Meets "Essential Competencies" for position.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Circulation Manager (can be a Librarian III position)**

Reports to: Executive Director  
 Hours per week: FT/exempt. 37.5 hours per week - day/evening, Saturday, & Sunday hours  
 Supervision exercised: Supervises all Circulation Dept. staff + serves as Librarian in Charge on various evenings/weekends.

**Job Summary:** To oversee all activities, policies & procedures of the Circulation Dept. inclusive of staff, the ILS system, our circulation consortium (CCS), ILL (interlibrary loan using OCLC and RAILS van delivery), various technology components such as the self-check units, computer workstations and peripheral devices. The person in this position works closely with all Dept. managers, especially the Technology Manager, the Technical Services manager and the Assistant Director. Operates as contact/point person for circulation issues within our consortium and as principal problem-solver for technical, data and set-up issues relative to all circulation and ILL concerns.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program highly desirable, 4-yr BA/BS college degree required
- 2 yrs. previous library experience, preferably within a multi-dept. library
- Library science or LTA coursework desirable
- 2 yrs. previous supervisory experience required - especially designing effective work schedules for PT employees and evaluating job performance for all employees.
- Experience with various MS products, especially spreadsheets and word processing
- Excellent communication skills - written and verbal - dealing with customers and all staff as well as outside vendors
- Ability to troubleshoot technical computer equipment, database and other software problems
- Ability and desire to supervise a physically divided Dept. - Returns, Checkout and ILL.
- Ability to effectively and efficiently handle/prioritize multiple tasks

### **Essential Functions:**

- Performs daily circulation functions working along side desk staff using our ILS - (currently Sirsi/Dynix within a CCS consortium environment)
- Working along side staff, regularly interprets policy and procedures for staff and customers, recommends changes in those policies and procedures as needed.
- Compiles circulation statistics on daily, weekly and monthly basis - integrates them into Dept. monthly report along with narrative including historical analysis and interpretation of data.
- Supervises and regulates work of all Dept. staff (Circulation and ILL) largest and most diverse staff in library - both PT and FT; Develops weekly work schedules for all Dept. staff and approves all timesheets

- Performs various middle-management personnel functions - job ads, interviews for hiring, evaluation/review process for staff, recommends disciplinary action/firing when necessary, supervises work for all Dept. staff in Circ. and ILL.
- Performs various collection development/selection routines, including weeding.
- Conducts monthly meetings for all Circulation and ILL staff
- Troubleshoots barcode scanners, workstations and other technology referring intricate problems to IT Dept.
- Works closely with TS and public service staff to make sure items are circulating properly.
- Assists patrons with use of circulation system, renewals, getting library card, fines, etc.
- Compiles various lists of overdues, deleted patrons, sent to collections, etc. when needed.
- Oversees a budget involving staff, equipment, ILL costs, patron library cards and supplies.
- Serves as circulation liaison for our ILS/consortium in Circulation and ILL.

**Performance Standards:**

- Exhibits exemplary customer service
- Communicates effectively and efficiently to all staff inter- and intra-Dept.; cooperates with all Depts. and staff
- Exhibits logical problem solving methods - recommends new ideas and concepts
- Prepares all reports and statistics in a thorough and timely manner including budget, monthly report and statistics, special reports and lists
- Keeps up-to-date on ILS functions, new technology
- Shows foresight into planning on a daily basis for staff scheduling involving re-shelving of materials, tracking and charging for overdues & damages and planning for shelving backlogs
- Prepares annual staff evaluations/reviews of staff performance on-time and effectively communicates methods of improvement for staff
- Effectively and efficiently administers all aspects of the Circulation, ILL Dept.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.



## **Custodian I**

Reports to: Building Manager or Head Custodian  
Hours / week: PT/FT non-exempt  
Supervision exercised: None

### **Job Summary:**

This classification is reserved for staff performing routine custodian tasks. They receive immediate supervision from the Building Manager. If necessary the Head Custodian will provide tasks and appropriate supervision over the Custodian when the Building Manager is unavailable.

### **Qualifications:**

- High school graduate, or G.E.D. equivalent preferred.
- No previous custodial experience required, but 4-6 months experience preferred.
- Good verbal and written communication skills.
- Ability & willingness to work flexible hours.
- Ability to lift & move 50 lbs. in weight - frequent lifting/moving/transporting and positioning items.
- Knowledge of grounds maintenance procedures helpful.
- Knowledge of floor care equipment helpful.
- Ability to work well with a minimum of supervision.
- Valid driver's license - experience in driving pickup/snowplow and forklift desirable.

### **Essential Functions:**

- Provides maintenance of interior building
  - Assisting with routine tile & carpet care, including mopping and vacuuming
  - Completing various work orders
  - Set up Meeting Room for various programs
  - Replacing light bulbs and fixtures
  - Identifying hazards to patron/employee patron
  - Emptying all waste baskets & transfers it the dumpster
  - Cleans rest rooms
- Provides maintenance of exterior grounds
  - Picks up litter
  - Shovels snow or uses snow thrower
  - Salts walks to remove ice
  - Maintains landscaping
  - Identifies hazard to patron/employee safety
  - Cut grass
  - Tree & shrub trimming, mulching and planting

### **Performance Standards:**

- Communicates well both orally and written with all library staff.

- Follows instructions well and asks questions before proceeding with a task if unsure of procedure or outcome
- Alerts Building Manager or Librarian-in-Charge to potential problems.
- Effectively learns to use appropriate chemicals, tools & equipment.
- Performs all thoroughly, of quality, efficiently, & according to directions.
- Must be able to attend the recommended amount of staff in-services.
- Must be able to attend Custodial Department Meetings.
- Must be willing accept job description changes and be open to new training, inclusive of certification and CE training.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## Emerging Technologies Librarian (Librarian I)

Reports to: Adult Services Department Manager  
Hours per week: FT/ exempt, 37.5 hours per week/; weekends and night hrs.  
Supervision exercised: Adult Services/Ref and YPS staff; working with and coordinating activities between depts., esp. IT, PR.

**Job Summary:** The Emerging Technologies Librarian will work primarily at the combined public services desk, interacting with both customers and staff, answering questions and relating information about the use of current and new technologies (equipment - software, hardware, webware/cloud technology) within the library. This position will essentially be a resource and a 'translator' of techno-speak into useable/understandable language for the layperson and the rest of the staff. A primary task for this position is the daily upkeep of the library's eReader collection, making sure each returned unit is intact, working, possesses all components, software/hardware updated, charged and ready for next circulation. This position will aid Public Services staff in bolstering their ability to assist customers in using the wide variety of increasingly complex technology and it's application within our library environment as well as helping to identify new trends in technology, analyzing new hardware/software/processes and activities - and helping all depts. in training efforts. This position will also assist the PR Manager with updating the library website. This position will also assist staff in troubleshooting tech problems on the floor and act as an interpreter to IT but will not necessarily fix those problems - especially if they are of an equipment nature. In addition, this position will assist in maintaining the staff blog, website, various aspects of the library's social media presence. This position will interact regularly with all depts. but especially with Adult Services, PR and IT.

### Qualifications:

- MLS (MLIS) degree from an ALA accredited graduate library program
- 1+ years recent [public] library experience preferably on a reference/service desk with regular public interaction
- No supervisory experience necessary but experience interacting with multiple Depts. highly desired.
- Demonstrated experience in and use of a wide variety of social media/technology along with website development and maintenance.
- Practiced skill in HTML, Dreamweaver, Drupal/Joomla or other content management software as well as a solid framework for webpage aesthetics and design.
- Familiarity with a broad range of professional library services and library trends and a willingness and enthusiasm to transmit that knowledge to the staff and customers.
- Strong computer skills including Word processing, spread sheet, & database setup/management and cloud-based systems including web-based e-mail.
- Demonstrated aptitude in developing user-oriented documentation with excellent verbal/written communication skills; along with excellent customer skills and an ability to explain complex material to a lay public.

- Strong commitment to dynamic public service working in a team environment within a combined public service desk.
- Excellent project management skills with an ability to positively interact with a wide variety of people.
- Demonstrated initiative and flexibility in tackling projects and changing course as technology changes.
- Experience in teaching computer classes and/or bibliographic instruction or other technically oriented skills.
- Bilingual abilities a plus (especially Spanish)

**Essential Functions:**

- Performs all aspects of work of an Librarian I position
- Testing and evaluating new technology (i.e. equipment, services) for implementation within the library environment - working with IT in evaluation.
- Performs complex searches using multiple databases/eResources
- Operating as part of a team within a combined service desk environment, this position plans, coordinates & implements a broad range of professional library services including reference and reader's advisory service using print materials, electronic and web-based resources and social networking tools and plans staff training activities
- Designs, coordinates & implements programs of bibliographic instruction & library skills orientation including library tours, class visits as well as analyzing the success and replication of those programs
- May provide oversight of appropriate staff on an interdepartmental level relative to specific projects
- Attends appropriate professional meetings at the local, state & regional level
- May assist in the development and evaluation/refinement of departmental performance standards
- Participates in collection evaluation & development efforts
- May participate in the development of departmental &/or library budget
- Promotes the library & its resources to community organizations
- May be responsible for administering one or more budget lines
- May participate in the development of departmental &/or library policies, practices & procedures
- Assists in the maintenance of the library website and other web elements, working in concert with the PR and IT Managers.
- Other duties as assigned

**Performance Standards:**

- Consistently conducts effective reference interviews, providing the requested information in a timely fashion.
- Exhibits broad knowledge of reference resources
- Uses technology to enhance the effectiveness, timeliness & quality of reference assistance provided to area residents

- Contributes ideas that lead to increased effectiveness & efficiency within the department
- Produces brochures, press releases, bibliographies & other promotional pieces that are free from errors & effectively promote the library's mission, services & resources.
- Effectively utilizes a broad range of print, audiovisual & electronic resources to efficiently meet patron requests for information.
- Keeps up to date with new resources within the library's collections.
- Easily learns the library's policies & procedures & uses this information to provide high quality public service, suggesting enhancements when appropriate.
- Conducts effective bibliographic instruction, taking into account the special needs & interests of patrons of all ages & backgrounds.
- Effectively uses a variety of opportunities for professional development/CE including the expertise of colleagues, professional publications, in-house staff development workshops, conferences & involvement in appropriate professional organizations.
- Introduces enhancements of library services in an efficient manner.
- Wisely administers appropriate budget line items.
- Communicates effectively with staff at all levels, recognizing expertise.
- Demonstrates the ability to accomplish "first line troubleshooting" for a broad range of library equipment.
- Interacts well with the entire staff on a daily basis and can communicate effectively and congenially with both staff and the public.
- Effectively enforces, & interprets library policy when called upon to do so. Exercises consistent good judgment when serving as the person in charge of the department/library.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Executive Director**

Reports to: Board of Library Trustees  
Hours per week: FT/ exempt, 37.5 hours per week/; weekends and night hrs.  
Supervision exercised: Coordinates and oversees all library activities and staff.

### **Job Summary:**

The Executive Director operates at the pleasure of the library board of trustees as the CEO of the library and is responsible for translating state, federal and local laws and board policies into procedures that reflect adaptive and imaginative library services, collections, programs and products reflective of community demands and needs. The primary duties of the Executive Director are twofold: (1) to provide the library staff with the necessary resources and budget to serve the community in a seamless, exemplary fashion; (2) to translate community needs/wants into attainable goals, products and services that fulfill the strategic plan of the library. To that end, the Executive Director serves as the library board's liaison to the staff and community - overseeing the annual budget and various state/federal required reports; handling employment/staff training/compensation/evaluation and insurance issues; assisting in devising and evaluating new programming ideas, new collections and new services as well as handling all physical building issues. Additionally, the Executive Director serves as the political board secretary for elections and is adept at long range/strategic planning. The Executive Director acts as the head of a management team and transfers the daily activities of running the library to those respective department heads overseen by the Assistant Director. Operates within the local/state political realms as well as in all areas of public library administration, the Executive Director must show a strong knowledge of all areas of library operations & must consistently demonstrate exceptional organizational, management & visionary leadership skills. S/he must have a strong commitment to the development of top quality library service & possess the ability to inspire other staff to share this commitment plus be able to communicate a shared vision of library service to staff and to the public.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program + additional content degree desirable.
- 5 yrs+ previous library management/administrative experience required.
- Broad knowledge of current library practices, trends and technology and professional library concerns.
- Working functionality with computers - word processing/spreadsheets, presentation software, Internet, social networking and various business productivity software required.
- Working knowledge in business negotiations - contracts, health insurance, banking/finance, building and renovation programs.
- Strong management & problem-solving skills required with leadership skills emphasized, including excellent communication and negotiation skills.

- Proven experience in the development and evaluation of library programs and services.
- Proven ability to manage multiple priorities and tasks in difficult environments.
- Positive experience in working with public boards on varied projects inclusive of budget administration and grant writing, preferably within a District environment.
- Experience with long range/strategic planning and leadership skills, including work with boards and various community groups.
- Proven experience in representing the library to the general public, related agencies including library associations, systems and the state, and the media.
- Understands the role of public boards and provides methods for self-evaluation and working within deadlines.

**Essential Functions:**

- Makes daily decisions required to manage the entire organization (i.e. interpreting policies regarding physical facilities, staff, programs and collections and services and helping formulate policies).
- Coordinates recruitment, hiring, firing, training, development & evaluation of all staff including developing job descriptions/defining duties, evaluation of performance, designing pay scales and benefits packages.
- Formulates overall goals & objectives for the library in conjunction with the Board, staff & community within a strategic, long-range planning framework.
- Recommends policy and helps interpret current procedures to the Board of Trustees and staff.
- Effectively interprets and communicates Board established policies.
- Compares, analyzes and evaluates all library programs, collections, products and services with respect to budget restrictions and goal attainment.
- Formulates & administers the library budget in conjunction with the Board of Trustees, based on goals, objectives & operating needs.
- Coordinates the purchase of all furnishings, equipment, materials & supplies.
- Administers library personnel policies & practices including scheduling of employees to meet community demands for service, reviewing time sheets, administering payroll & preparing IMRF reports.
- Develops & implements all public relations efforts in conjunction with the board & staff.
- Oversee preparation of various monthly and annual reports and statistics required by law or by situation.
- Serves on the CCS Governing Board as the representative of the library.
- Maintains knowledge of current trends & developments in appropriate library, technological & management fields.
- Represents the library at community, business and social events such as the Chamber of Commerce and city ad hoc committee meetings.
- Serves on appropriate Illinois library system and state committees.
- Regularly attends appropriate professional activities at the local, state & regional & national level.

- Attends meetings of the Board of Library Trustees and assists Library Trustees in their responsibilities.
- Other duties as assigned.

**Performance Standards:**

(To be developed by the Board)

- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.



## Genealogy/Local History Intern

Reports to: Adult Services Dept. Manager  
Hours per week: varies with applicant/appointment but not less than 8-10 hrs. per week including daytime, evening, Saturday & Sunday hours  
Supervision Exercised: None

### Job Summary:

This unpaid position is intended to provide comprehensive practical training and experience in local history and genealogy working on the front lines of a public library Adult Services Dept. within a special collections setting (McHenry area local history and genealogy collection). This position will work with current staff on special projects involving but not limited to the weeding, display and research as well as the day-to-day assisting customers on the use of various microform equipment and materials. The intern will also work with the Technical Services Dept. on various aspects involving preservation of documents. The library's Local History and Genealogy collection is an important collection not only to the district patrons, but for people completing genealogical and family research from around the state and country. The collection contains unique items and artifacts preserved for posterity and historical importance related to the citizens of McHenry County and their history.

### Qualifications:

- Preference given to those applicants currently enrolled in a Library Science or Library Technical Assistant program with an interest in History, Public Services, or Archival Services, MLS, or from higher-level undergraduates and graduate students studying Public History.
- Demonstrated experience using microforms formats (microfilm, cards, microfiche), various readers, including digital.
- Demonstrated experience and comfort in using various **Word** processing, spreadsheets, web based programs such as **Heritage Quest** and **Ancestry.com** as well as other more advanced computer programs and in doing independent research projects.
- Detail-oriented, ability to work independently, efficiently and have strong organizational and communication (reading, writing, reference interview skills).
- Demonstrated ability to work as a team player within a shared 'Questions' desk environment.
- An outgoing, friendly demeanor with a demonstrated ability to relate to and communicate with older adults within the context of genealogical research

### Examples of work:

Projects will include: indexing Death and Marriage notices in the **McHenry Plaindealer** from 1875 to 1949, as well as indexing Death and Marriage notices in the **Northwest Herald** from 1985 to 2005. Interns are expected to index at least a ten-year range over the course of the internship.

**Performance Standards:** to be set by Dept. in cooperation with successfully selected intern on a 'contractual' basis. May also be based on coursework, dependent upon the organization/university.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## Head Custodian

Reports to: Building Manager  
Hours per week: FT/non-exempt; 37.5 hours per week; weekends and night hrs.  
Supervision exercised: May supervise Custodian

### Job Summary:

This classification is reserved for staff performing custodial tasks on a routine basis in addition to a broad range of more complex maintenance tasks. Staff at this level receives supervision from the Facilities Manager. The Head Custodian can delegate tasks and exercise appropriate supervision over the custodial (Custodian) staff when the Building Manager is unavailable or has delegated a project to the Head Custodian.

### Qualifications:

- High school graduate or G.E.D. equivalent
- 2 yrs. previous custodial experience required
- Good communication skills, especially following directions/listening.
- Ability and willingness to work flexible hours
- Ability to lift and move 50lbs in weight
- Knowledge of grounds maintenance procedures and equipment
- Knowledge of floor care maintenance procedures and equipment
- Ability to work well with a minimum amount of supervision
- Valid driver's license - experience in snow removal, driving pickup/snowplow and forklift required (maintain forklift certification).
- Knowledge of various cleaning supplies, their use along with appropriate tools/equipment
- Knowledge of safe working procedures
- Ability to make basic repairs to furnishings, equipment, plumbing and electrical
- Knowledge of carpet cleaning, supplies and equipment
- Ability to climb ladders to heights of 18 feet
- Knowledge of general janitorial supplies and equipment required

### Examples of work:

- Provides interior and exterior building maintenance
- Assists with routine tile & carpet care
- Assembles and completes work orders from all Depts.
- Sets up meeting/conference rooms following room request forms
- Replaces all lighting bulbs/fixtures when needed
- Identifies building/furniture/property hazards to insure safety of customers and staff
- Vacuums all carpet areas
- Mops all tile/resilient flooring areas
- Empties all waste baskets & transfers trash to dumpster
- Maintains an inventory of chemical & library furnishings
- May supervise Custodian on various projects and tasks

- Picks up litter and performs minimal lawn care, landscaping and weed removal
- Removes snow when necessary using library supplied snow removal equipment (snow blower, mower/blade and truck with snow plow, shovel)

**Performance Standards:**

- Exhibits effective communication skills with all staff - listening, oral and written skills
- Alerts Building Manager, Executive Director and/or Librarian-in-charge to potential problems as they occur.
- Effectively uses and chooses the appropriate chemicals, tools and equipment for various tasks.
- Performs and finishes all tasks, thoroughly, effectively, efficiently and according to directions and specifications
- Must attend the recommended number staff in-services and workshops and Dept. Manager meetings (when applicable)
- Exhibits task flexibility & exhibits appropriate changes in job description, work schedule and task assignments
- Consistently keeps all areas of the library clean and neat
- Provides effective supervision when appropriate
- Communicates effectively and efficiently with all other staff and customers when needed
- Provides input for problem-solving when appropriate/necessary
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Librarian I (Serving in Adult and YP Services, Technical Services)**

Reports to: Dept. Manager  
Hours per week: FT-10-37.5/non-exempt - hours per week including daytime, evening, Saturday & Sunday hours  
Supervision Exercised: May supervise paraprofessional & support staff within the department or division. May serve as the person in charge of the department during specified shifts.

### **Job Summary:**

This classification is reserved for entry-level professional staff performing a broad range of complex public service tasks including reference & reader's advisory work, bibliographic instruction & on-line retrieval of information from a variety of databases. Exemplary public service and communication skills are paramount in this position as are a thorough knowledge of library resources, practical use of technology, ability to think on one's feet, multitask within a framework of simple to complex tasks and explain/interpret policies and procedures. Most tasks performed are delegated by the Dept. Manager under both direct and indirect supervision.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program
- 1 yr. previous [public] library experience a plus
- No supervisory experience necessary but some preferred
- Familiarity with automated library services, ILS and use of social technology in general; website development skills a plus
- Familiarity with a broad range of professional library services and library trends
- Strong computer skills including Word processing, spread sheet, & database setup/management
- Demonstrated excellence in verbal/written communication skills
- Strong commitment to dynamic public service working in a team environment within a combined public service desk
- Excellent project management skills
- Bilingual abilities a plus (especially Spanish)

### **Examples of work:**

- Performs all aspects of work of an Associate Librarian position
- Performs complex searches multiple databases
- Operating as part of a team within a combined service desk environment, this position plans, coordinates & implements a broad range of professional library services including reference and reader's advisory service using print materials, electronic and web-based resources and social networking tools

- Designs, coordinates & implements programs of bibliographic instruction & library skills orientation including library tours, class visits as well as analyzing the success and replication of those programs
- May provide immediate supervision of appropriate staff
- Attends appropriate professional meetings at the local, state & regional level
- Prepares publicity & press releases & may be responsible for the development of publicity for a broad area of library services
- Has broad responsibility for development of programs & services
- Serves as person in charge of the department &/or the library on evenings & weekends
- Assists in the development and evaluation/refinement of departmental performance standards
- Participates in collection evaluation & development efforts
- May participate in the development of departmental &/or library budget
- Promotes the library & its resources to community organizations
- May be responsible for administering one or more budget lines
- May participate in the development of departmental &/or library policies, practices & procedures
- Performs original cataloging of library materials in all formats
- Assists in the development of the library website, working with the Public Relations (PR Manager)
- Other duties as assigned

**Performance Standards:**

- Consistently conducts effective reference interviews, providing the requested information in a timely fashion.
- Exhibits broad knowledge of reference resources
- Uses technology to enhance the effectiveness, timeliness & quality of reference assistance provided to area residents
- Contributes ideas that lead to increased effectiveness & efficiency within the department
- Produces brochures, press releases, bibliographies & other promotional pieces that are free from errors & effectively promote the library's mission, services & resources.
- Effectively utilizes a broad range of print, audiovisual & electronic resources to efficiently meet patron requests for information.
- Keeps up to date with new resources within the library's collections.
- Easily learns the library's policies & procedures & uses this information to provide high quality public service, suggesting enhancements when appropriate.
- Conducts effective bibliographic instruction, taking into account the special needs & interests of patrons of all ages & backgrounds.
- Effectively uses a variety of opportunities for professional development/CE including the expertise of colleagues, professional publications, in-house staff

development workshops, conferences & involvement in appropriate professional organizations.

- Introduces enhancements of library services in an efficient manner.
- Wisely administers appropriate budget line items.
- Communicates effectively with staff at all levels, recognizing expertise.
- Demonstrates the ability to accomplish "first line troubleshooting" for a broad range of library equipment.
- Works effectively with a variety of community organizations.
- Effectively enforces, & interprets library policy when called upon to do so. Exercises consistent good judgment when serving as the person in charge of the department/library.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Librarian II (Serving in all Depts. as Assistant Manager)**

Reports to: Department Manager  
 Hours per week: FT /exempt, 37.5 hours per week including daytime, evening, Saturday & Sunday hours  
 Supervision exercised: Functions as Assistant Dept. Manager and supervises departmental staff along side Dept. Manager including Librarian I, paraprofessional, &/or professional levels. May serve as Librarian-in-Charge of the library during evening and weekend shifts.

### **Job Summary:**

This classification is reserved for professional staff who routinely function as Assistant Dept. Manager. They receive general supervision from the Dept. Manager, are responsible for the coordination & implementation of broad areas of library resources & services & may have direct supervision of one or more staff members within the department. In addition to exhibiting exceptionally strong skills in all areas of library programs & services, especially applied technology and customer service/communication skills, they must also possess strong organizational & management skills including analytical/evaluation methods. Many tasks performed are delegated by the Dept. Manager but there is a high degree of self-directed projects and tasks.

### **Qualifications:**

- MLS (MLIS) degree from an ALA accredited graduate library program
- 2-3 yrs previous library public service experience a plus
- 2 yrs. previous supervisory experience, inclusive of supervising professional staff
- Familiarity with a broad range of automated library services, technology applications, including social media and use/facilitation and ILS systems
- Familiarity with a broad range of professional library services including programming, developing new services and collection development
- Exhibiting a high degree of technology and computer skills including word processing, spread sheet, & databases plus mobile technology
- Excellent communication - verbal and written
- Strong supervisory skills especially concerning mediation, project management and direction using various techniques and presenting a positive personality.
- A strong understanding of the principles of librarianship and trends and traits of the various clientele - adults, older adults, children, young adults, etc.

### **Examples of work:**

- Performs all tasks outlined in the Librarian I and II classifications inclusive of working on the combined public service desk as a regular routine
- Functions as Assistant Dept. Manager within a team environment
- Routinely serves as Librarian-in-Charge on evening/weekend shifts



- Performs basic personnel management for Dept: Develops and posts staff work schedules, approves time cards
- Coordinates & implements a broad range of library services and collections
- Coordinates & implements bibliographic instruction, reference & readers advisory services
- Working within the team environment, coordinates and supervises a broad range of staff, including workers and volunteers, in the absence of the Dept. Manager and interacts with other Depts.
- Attends appropriate professional meetings at the local, state & regional level
- Actively develops & promotes a broad range of library programs & services
- Participates in the planning and implementation of library programs & services
- Participates in regular monthly Dept. and library management meetings
- May coordinate/edit brochures, press releases, help develop bibliographies, reading lists
- May administer one or more lines of the budget
- Helps Dept. develop CE activities for staff growth
- Compiles, analyzes and interprets various data and statistics in a number of reports and writes narrative for monthly and annual reports
- Actively participates in collection development, materials selection, weeding - some supervision of staff in this area as well
- May assist in interviewing and evaluating/reviewing staff in selected positions as well as motivating staff and planning projects and work
- Actively participates in the development of departmental performance standards and the budget process
- Serves as a liaison to the local schools
- Other duties as assigned

**Performance Standards:**

- Consistently exhibits very strong reference interview skills & effectively teaches these skills to other staff in formal settings as well as informally through example.
- Exhibits exceptionally broad knowledge of print, audiovisual & electronic resources
- Efficiently uses technology to advance the quality of library service provided & effectively teaches staff & patrons how to take advantage of the technology available to them.
- Keeps up to date with new resources in all formats & assists other staff in this process.
- Is thoroughly familiar with all library policies, practices & procedures, & effectively uses & interprets them when it is appropriate to do so.
- Plans & implements effective programs of bibliographic instruction, actively participating in the development of appropriate support materials.
- Actively develops enhancements to existing library programs & services.
- Consistently & effectively administers appropriate lines of the library's budget.
- Always exhibits strong written & verbal communication with staff at all levels & patrons of all ages & backgrounds.

- Actively participates in the training & development of department staff
- Exhibits an understanding of departmental & library wide needs & priorities.
- Works effectively with a variety of community organizations.
- Performs & instructs effective methods of "first line troubleshooting" for a broad range of library equipment, developing appropriate support material.
- Is respected by staff for her/his knowledge & expertise, sometimes serving as a formal or informal consultant to the development of new programs & services
- Works well within the team environment - Dept. and entire library
- Keeps up with CE activities - engaged in professional activities
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

### **Librarian III (serving in all Depts. as Dept. Manager)**

Reports:	Assistant Director as line supervisor; Executive Director overall
Hours per week:	FT/exempt; 37.5 hours per week including daytime, evening, Saturday, & Sunday hours
Supervision exercised:	Functions as Dept. Manager, supervising one or more staff at the Librarian I, Librarian II, paraprofessional &/or professional classification. Serves as the Librarian-in-Charge of the library during various evening and weekend shifts.

#### **Job Summary:**

This classification is reserved for professional staff who function as a Dept. Manager as well as working the public service/Circulation desks and having various collection development and programming responsibilities. General supervision is provided by the Assistant Director and/or Executive Director and they are responsible for the development, coordination & implementation of all programs, resources & services and personnel of their respective department, carrying them out in a judicious, expedient manner. They are responsible for hiring, training & evaluating all departmental staff. In addition to exhibiting exceptionally strong skills in all areas of public library programs & services they must also possess strong organizational & management & leadership skills. Functioning as the Dept. Manager, they provide leadership and energy to support all staff members as well as encouraging positive communication, teamwork and exemplary customer service. Teamwork and supervised delegation are expected qualities. They are expected to have a strong background in all departmental functions as well as strong management & supervisory skills, within a team environment inclusive of exemplary customer service and communication skills. Successfully interpreting policies and procedures to staff and the public for 'win, win' situations, representing the library to the public in the best light and having excellent human resource and negotiation/arbitration skills along with problem-solving skills are highly desirable.

#### **Qualifications:**

- MLS (MLIS) from an ALA accredited graduate library program
- 3-5+ yrs. previous professional level library experience required
- 3+ yrs. previous supervisory experience strongly preferred
- Strong familiarity and working knowledge of library technology, ILS and service implications, applications and trends
- Strong familiarity with a broad range of professional library services
- Word processing, spread sheet, & database skills
- Excellent communication skills, written and verbal
- Strong management & supervisory skills inclusive of arbitration and negotiation skills

- Experience in the development & evaluation of library programs, services and collections (emphasis on analytic, problem solving and teamwork abilities)
- Proven ability to manage multiple priorities and projects within tight timelines
- 1-2+ yrs. experience with appropriate budget administration

**Examples of Work:** (Adult and YPS)

- Performs the tasks outlined in the Librarian I & Librarian II positions, training new staff in these skills as needed including materials selection and collection development
- Develops, coordinates & implements all appropriate departmental programs & services
- Develops, coordinates & implements bibliographic instruction, reference & readers advisory &/or technical & cataloging services
- Performs all functions of hiring, operating as a team with the Executive Director, Assistant Director and Business Manager in hiring, training, review/evaluation and disciplinary action within their respective Dept. as well as daily scheduling of staff inclusive of vacations and absences
- Actively develops & promotes a broad range of library programs & services
- Develops, coordinates/edits brochures, bibliographies, press releases
- Participates in the development of new library policies, regulations, & procedures
- Plans and administers appropriate lines of Dept. budget and orders needed supplies
- Participates in the budget development process as well as in providing monthly written narrative reports and data collection routinely requested
- Coordinates departmental collection development, inclusive of selection and weeding routines
- Working as a team with Dept. Managers, recommends best practices and new policies and procedures along with problem-solving and analyzing data
- Develops departmental performance standards; interprets policy, recommends internal procedures
- Works as a team leader and represents staff at internal Dept. Managers meetings as well as representing library in various appropriate regional, state and national meetings
- Serves as Librarian-in-Charge various evenings and weekends.
- Works at combined service and circulation desk as part of team assisting patrons in reader's advisory, basic workstation troubleshooting and community information assistance deftly handing patrons off to other team members when required.
- Adept at using technology to communicate with staff and patrons - staff/Dept. blog, e-mail/messaging, letters, telephone etc.
- May assist as an actual program planner and leader
- Other duties as assigned

**(Examples of Work - TS Dept. Manager performs same duties as above but also including different duties below)**

- Match invoices to packing slips providing correct invoice information to Business Manager for payment
- Uses ILS (currently SIRSI/Dynix) and OCLC for daily cataloging, bibliographic record creation, routinely importing and exporting records, as well as Director's Station to create/arrange various statistics
- Practical knowledge of current cataloging standards and use of various cataloging technology. (AACR2, LCRI, MARC, LCSH, etc.)
- Regularly prepares new materials for collection, orders replacement copies of damaged/lost items, returns materials to vendors and mends materials
- Serves as liaison for CCS consortium in Technical Services
- Other duties as assigned

**Performance Standards:**

- Consistently exhibits very strong reference interview skills & effectively teaches these skills to other staff in formal settings as well as informally through example
- Exhibits exceptionally broad knowledge of print, audiovisual & electronic resources
- Efficiently uses technology to advance the quality of library service provided & effectively teaches staff & patrons how to take advantage of the technology available to them.
- Keeps up to date with new resources in all formats & assists other staff in this process.
- Is thoroughly familiar with all library policies, practices & procedures, & effectively uses & interprets them when it is appropriate to do so.
- Develops, plans & implements effective programs of bibliographic instruction, actively participating in the development of appropriate support materials.
- Develops effective enhancements to existing library programs & services
- Consistently & effectively administers appropriate lines of the library's budget.
- Always exhibits strong written & verbal communication with staff at all levels & patrons of all ages & backgrounds.
- Consistently exhibits strong management & leadership skills including evaluation of departmental workflow, staff scheduling, inter-departmental cooperative efforts, & effective use of all departmental resources.
- Provides effective training & development opportunities for department staff
- Exhibits an understanding of departmental & library wide needs & priorities
- Works effectively with a variety of community organizations
- Organizes library materials effectively & efficiently
- Develops innovative promotions of library programs & services
- Performs & instructs effective methods of troubleshooting for a broad range of library equipment, developing appropriate support material.
- Is respected by staff for her/his knowledge & expertise, sometimes serving as a formal or informal consultant to the development of new programs & services

- Exhibits strong problem solving skills, recognizing a variety of potential solutions & consistently implementing the most effective options
- Acts effectively, decisively, & responsibly in emergency situations
- Communications, written & verbal, are always effective
- Communication is clear, concise, well written & articulate.
- Demonstrates a strong commitment to the continual development of quality public service & is consistently effective in developing those same traits in all departmental staff.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Library Assistant (Serving in Circulation, Adult Services, TS, YP Services)**

Reports to:	Department Manager
Hours per week:	PT/non-exempt; 10-30 hours per week including daytime, evening, Saturday & Sunday hours
Supervision received:	Receives direct supervision from the Department Manager, or shift supervisor
Supervision exercised:	May serve as a shift supervisor, providing immediate supervision & training to Library Assistant &/or Page level staff

### **Job Summary:**

This classification designates a support level position for a person who is currently in college or completed a 2-year Associate degree and has some previous library experience. This position operates as a shift lead supervisor and performs medium complex tasks involving assisting front-line customers/customer service, solving problems, interpreting policies and procedures for other staff and participating in training staff as well as providing support for activities of Associate Librarians up through Librarian I-II as designated by the Dept. Manager (Librarian III). This position has access to patron sensitive/private information and the ability to change it.

### **Qualifications:**

- Attending college, completed a 2-year college degree or in-progress
- Some LTA coursework a plus
- At least 6 mon. previous public library experience required
- Demonstrated ability to teach basic Page skills & coach routine job skills/explain tasks
- At least 6 months previous experience with an automated library system (ILS) a plus
- At least 1 yr. previous customer service experience required

### **Examples of work:**

- Assists patrons at the circulation desk using the all functions of the ILS (Sirsi/Dynix) - check-in, check-out, registering/renewing patrons, etc.
- Checks shelves for overdue/missing items
- Answers & routes telephone calls to all Dept. and staff
- Performs routine supervised data entry, data checks from lists
- Under supervised guidance or procedures, produces and sends out routine form letter correspondence
- Provides general office assistance including basic typing or word processing, typing labels, claims letters, photocopies reports & articles
- Sorts and distributes mail within Dept.
- Provides directional assistance for library patrons

- Provides supervised customer service/answers reader's advisory questions at combined service desk
- Assists ILL loan staff with paperwork
- Assists staff at library sponsored programs
- Assists with preparation of Dept. reports
- Assists staff with bibliographies, displays, etc. preparation
- Performs routine library catalog searches, assists patrons
- Assists with preparations for storytime programs
- Makes decisions based on policy/procedures when dealing with patrons
- Performs unsupervised routine data entry in ILS, OCLC, PC reservation software and various homegrown databases, spreadsheets and documents
- May serve as shift supervisor &/or person in charge of a department evenings & weekends
- May be assigned responsibility for coordinating one or more programs of service provided by the department, such as processing overdue notices, working with shelf clearance reports, coordinating mending, etc.
- Provides routine bibliographic assistance, referring appropriate questions to other staff
- Other duties as assigned

**Performance Standards:**

- Consistently exhibits strong commitment to public service; exhibiting courteous service to all patrons.
- Demonstrates knowledge of all appropriate integrated library system (ILS) functions.
- Communicates effectively with staff at all levels.
- Demonstrates superior knowledge of services, collections, policies and procedures and equipment and is able to effectively and efficiently explain them to staff and patrons
- Uses the ILS system and the Internet to perform bibliographic searches and provide information for patrons within a reasonable time.
- Answers phone calls promptly & courteously and provides correct information
- Performs routine data entry with minimal number of errors
- Files interlibrary loan paperwork accurately.
- Consistently determines & performs appropriate repairs to library materials.
- Accurately records fines & fees received then accurately returns the correct change to patrons.
- Exhibits courtesy to people of all ages attending library programs
- Provides accurate directional information to patrons.
- Prepares library cards quickly & accurately.
- Provides courteous & accurate training to new Library Assistant &/or Page level staff
- Consistently demonstrates effective written & verbal communication skills.



- Demonstrates the ability to effectively direct departmental workflow when the department is under her/his supervision
- Provides department management with accurate assessment of the skills & abilities of staff they are training.
- Consistently demonstrates the ability to handle most problems that arise when the department is under her/his supervision, exhibiting a clear knowledge of appropriate policies, procedures & regulations as well as recognizing when the problem should be referred to management or administrative staff
- Is able to carry out broad tasks or programs of service entrusted to their supervision, reporting on the programs effectiveness & making appropriate suggestions for improvement &/or revision
- Provides exemplary customer service and reader's advisory assistance to the public and staff
- Works effectively and efficiently in a team environment, assisting the entire customer service desk
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## Page I (Circulation/ILL, TS)

Reports to: Department Page Supervisor; Circulation Manager  
Hours per week: PT/non-exempt, 10-15 hours per week including after school, evening, Saturday and Sunday hours  
Supervision exercised: None

### Job Summary:

An entry-level position. Performs a narrow range of tasks under immediate supervision including, but not limited to, shelving library materials, shelf reading library collections, photocopying & collating reports & documents, & assisting with seasonal displays & decorations.

### Qualifications:

- Must be at least 16 years old (or work permit)
- High school diploma not required
- No previous experience necessary
- Manual dexterity; some keyboarding and computer experience desirable
- Must be able to regularly lift bins weighing 35lbs, bend/lift boxes of books and push carts weighing 150lbs.)

### Examples of work:

#### Circ/ILL

- Pre-shelves, shelves and sorts books & other library materials; staging carts for shelving
- Shelf reads and edges (straightens) the collections to maintain a neat, orderly appearance
- Routinely checks shelved items for all library ID labels, etc., making sure that items needing to be repaired get to the proper Dept. for repair
- Inspects, cleans & does basic repairs of library materials
- Assists in a variety of daily opening/closing procedures such as carting/sorting items from the materials drops, checking-in, getting daily holds/checking items on shelf, clean-up of various areas, checking restrooms, turning off lights, workstations, locking doors, etc.
- Assisting customers mainly in directional/location information when out on the floor, inclusive of copy/FAX machines and in handing them off to other staff when required
- Other duties as assigned

#### TS

- Open boxes of newly received/ordered materials and check received against invoice, shelve items to be processed.
- Quality control - check items after processing has been completed before sending to various Dept. for shelving/check-in.

- Perform keyboarding on ILS - remove status of "New" and change home location to match new location.
- Prepare all newly received materials for circulation by adhering various jackets, ID labels, security strips and other secondary processing materials
- Clean, mend and repair any library materials OR ID to bindery, including repairs to cases, book covers, jackets, etc.
- Inventory all TS supplies and order needed supplies, keeping Supervisor in the loop concerning budget
- Other duties as assigned

**Performance Standards:**

- Keeping assigned area straightened and neat with minimal errors in re-shelving materials.
- Maintains agreed upon work schedule with a minimum of schedule conflicts
- Consistently adheres to work schedule and notifies Supervisor in advance about schedule changes, arrives/ at work on time & dresses per dress code
- Identifies and separates materials in need of repair and sends them to appropriate Dept. for repair
- Consistently provides the Page Supervisor (Page II) with accurate information about the condition of various library collections
- Exhibits positive customer service skills, primarily being friendly and cooperative, using location/directional skills + deftly handing off customers to other staff
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Page II (Circulation/ILL, Admin) (may be Page Supervisor or Head Page)**

Reports to: Dept. Head and Page Supervisor, Administrative Assistant  
Hours per week: PT-FT/non-exempt, 10-37.5 hours per week including daytime, evening, Saturday & Sunday hours  
Supervision exercised: May supervise Page I level staff as Head Page or Dept. Page Supervisor

### **Job Summary:**

Performs a broader range of tasks under immediate supervision than those outlined in the Page I position including shelving library materials, shelf reading library collections, general cleaning & repair of library equipment & materials & preparing seasonal decorations & displays. Under immediate supervision, may occasionally perform selected clerical departmental functions such as checking in library materials, evaluate Page I staff's work & report on it to the Head Page, and direct Page I work on special projects. Departmental tasks assigned to an employee at this classification are non-public service functions. This position may have access to patron sensitive/private information and the ability to change it.

### **Qualifications:**

- High school graduate or G.E.D. equivalent + (must be at least 16 yrs. old)
- 1 yrs. experience or equivalent as Page I in a public library environment
- Mastery of all Page I tasks & responsibilities
- Some computer experience/familiarity - hardware and software preferred
- Familiarity with general office equipment - copier, FAX
- Basic keyboard skills

### **Examples of work:**

#### **Administration**

- Performs supervised data entry in various spreadsheets, Quickbooks
- Maintains complete inventory of library supplies
- Compiles, copies, sorts and files various vendor, accounting and personnel records under direct supervision
- Prepares and reconciles daily cash receipts and weekly deposits
- Assists in copying material and assembling board meeting packets
- Assists in record retention
- Other duties as assigned

**Circ/ILL**

- Performs all of the work of the Page I position (see description)
- May provide check-in assistance at the Circulation Desk
- May be asked to provide closely supervised data entry on a limited basis
- May assist Page Supervisor in checking the accuracy of the work performed by a newly hired Page I
- Provides peer support to other Pages as well as specific task training; follows up on new Pages progress/accuracy
- Provides general office assistance including basic typing or word processing, typing labels, preparing claims letters
- Reports to Page supervisor on the condition of the stacks
- Other duties as assigned

**Performance Standards:**

- Keeping assigned area straightened and neat with minimal errors in re-shelving materials.
- Maintains agreed upon work schedule with a minimum of schedule conflicts
- Consistently adheres to work schedule and notifies Supervisor in advance about schedule changes, arrives/ at work on time & dresses according to dress code
- Identifies and separates materials in need of repair and sends them to appropriate Dept. for repair
- Consistently provides the Page Supervisor (Page II) with accurate information about the condition of various library collections
- Exhibits positive customer service skills, primarily being friendly and cooperative, using location/directional skills + deftly handing off customers to other staff
- Perform opening/closing procedures with minimal assistance
- Consistently provides adequate information to the Departmental Page Supervisor on the condition of the stacks, alerting her/him to problem areas
- Shelf reading is performed routinely, thoroughly, & accurately
- Consistently exhibits accurate assessment of repairs needed to library materials.
- Check-in assistance is provided quickly & accurately
- Exhibits good judgment in referring/routing customer queries to the correct staff in a timely fashion (telephone, email or in-person)
- Communicates effectively with Dept. staff and direct supervisor regarding problems
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Public Relations Manager (PR Manager)**

Reports to: Executive Director  
Hours per week: FT/exempt; 37.5 hours per week including mostly daytime, plus occasional evening or weekend hours as needed.  
Supervision exercised: None; works closely with all Department Managers and staff on a project basis

### **Job Summary:**

This position is part of the Management Team and is considered a Department Manager. The PR Manager coordinates the bridge between communications and technology to lead the development and execution of the library's public relations/marketing strategies and objectives for building awareness of library programs, services and collections among its community. Working closely with internal team members and external agencies and vendors, the Public Relations Manager aims to increase patron engagement by integrating the latest technology and tools into the realm of public communications through various forms of media, including print and digital. The position requires excellent computer, writing and communication skills, experience dealing with the public, community groups and the media. The Public Relations Manager acts as the library's "webmaster," managing a team that is responsible for the website's design and content. This position is also a key member of the library's Summer Reading Club Committee. This person interacts with the Library Board of Trustees and provides support to several internal departments, as well as the Executive Director, Assistant Director, Business Manager and the Friends of the Library. This position also backs up the Business Manager as needed to process payroll and accounts payable.

### **Qualifications:**

- Bachelor's degree in Public Relations, Marketing, Journalism, Communications, Digital Media or a related field AND four (4) years of related work experience in the development of comprehensive and creative communication; OR any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved.
- A thorough understanding of both print and digital communications and delivery systems, knowledge of web design and content, social media, graphic design, typography and print production.
- Ability to manage multiple projects and deadlines simultaneously.
- Proficient with the Adobe Creative Suite of software for desktop publishing, web design/editing and photo editing. Knowledge of basic HTML, CCS and blog maintenance required. Familiarity with open source content management and QuickBooks a plus.
- Experience with digital photography/videography and editing.
- Experience dealing with vendors and the media.
- Excellent verbal and written skills.

### **Examples of Work:**

- Administers library website, leading a web team of staff members from various departments.
- Administers organizational blogs (staff and public) and other social media.
- Edits, designs, and coordinates printing and distribution of library newsletter, as well as e-newsletter.
- Prepares and distributes press releases to various media outlets. Along with Director and Assistant Director, acts as spokesperson for the library.
- Prepares publicity and promotional materials in various formats, including print and digital.
- Administers online calendar of events.
- Prepares and submits library information for various outside newsletters, including civic, governmental and educational.
- Interacts with staff at all levels on promotional activities.
- Edits promotional pieces prepared by library staff.
- Oversees development of an organizational print identity and branding strategy.
- Prepares various library displays, signs, etc. as needed.
- Administers appropriate lines of library budget and participates in the budget development process.
- Attends Library Board Meetings as appropriate and when requested.
- Attends regular meetings of the library management staff.
- Represents library on certain outside committees and groups and attends appropriate meetings.
- Works with the Executive Director to develop an annual report for wide distribution.
- Coordinates library's participation in community events, such as annual Fiesta Days Parade.
- Helps coordinate special events, both internal and external.
- Suggests changes to internal and external library policies.
- Coordinates Staff Service Award Program and celebrations.
- Acts as a backup to management staff as "Staff on Duty."
- Other duties as assigned.

**Performance Standards:**

- Effectively promote library services, collections and programs to target components of the community.
- Develop comprehensive communication strategies that effectively integrate with organizational messaging while appropriately translating into print and online media, and maintain brand consistency across channels of communication.
- Analyze and report on marketing strategies and website statistics using tracking tools and adjust accordingly to deliver maximum return on investment.
- Remain current on industry trends by actively participating in online and other social and professional networks, webinars, conferences and training programs, and present Executive Director with information on new marketing developments or opportunities in the industry.

- Drive interaction with outside online communities, blogs, message boards and email discussion groups to generate exposure, publicity and website traffic.
- Manage, monitor and engage in social media/internet communities.
- Communicate effectively with staff at all levels.
- Prepare effective promotional materials with minimum editing/corrections.
- Regularly evaluate new techniques and products/software for inclusion into marketing/public relations strategies and objectives.
- Effectively and positively represent the library in the community.
- Enhance established relationships with area media, schools, businesses, and civic organizations.
- Produce attractive library newsletters regularly.
- Work effectively with outside groups such as the City of McHenry, the Friends of the Library and the Chamber of Commerce.
- Consistently improve the library's print and electronic image.
- Effectively perform a variety of miscellaneous duties as assigned.
- Consistently demonstrate flexibility and adaptability.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.



## Technology Assistant

Reports to: Technology Manager  
Hours per week: PT to FT/non-exempt; 37.5 hrs per week including weekends and evenings  
Supervision exercised: working with/for Dept. Managers in all Dept.

### Job Summary:

This classification is reserved for specifically trained clerical to paraprofessional staff who performs routine computer maintenance tasks but also makes some decisions based on results/outcomes, reporting problems to the IT Manager. The person in this position is gaining specific training in library technology applications and receives immediate supervision from the IT Manager.

### Qualifications:

- High school graduate or equivalent G.E.D. required. 2 yrs. experience in computer maintenance. Two-year College degree, technical degree in computer science desirable or comparable experience.
- 2 yrs. technology experience required.
- 1-2 yrs. previous workstation/PC and network experience - troubleshooting preferred.
- Demonstrated written and oral communication skills, especially listening skills.
- Ability and willingness to work flexible hours.
- Excellent customer service/customer relations skills
- Ability to lift and move 50-70 lbs.
- Working knowledge of PC maintenance procedures, server environment/network theory and current software and OS.
- Ability to work on-task with a minimum of supervision.
- A+ and CIAA certifications; poss. additional certs. dependent upon equipment/infrastructure being used.

### Examples of Work:

- Provides maintenance of workstations:
  1. Assists with routine workstation maintenance.
  2. Completes inventory worksheets and assists with inventory maintenance.
  3. Sets up workstations to specifications.
  4. Replaces minor workstation/PC parts.
  5. Troubleshoots various workstation issues, including connections
  6. Prepares documentation of problems and user instructions as assigned.
  7. Works with other staff on various workstation issues.
- Other duties as assigned

### Performance Standards:

- Communicates appropriately and successfully with all library staff.

- Alerts Technology Manage (or Librarian in Charge) to potential problems.
- Effectively learns to use appropriate tools, equipment and troubleshooting techniques.
- Performs all tasks thoroughly, with quality workmanship in an efficient manner according to directions.
- Attends staff in-services and CE opportunities when possible.
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns (note: many times IT is on-call/various schedule. Must be responsible and responsive to emergency/urgent calls from Management on repair issues.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

## **Technology Manager (IT Manager)**

Reports to: Executive Director  
Hours per week: FT/exempt; 37.5 hrs. per week including mostly daytime, plus occasional evening or weekend hrs. as needed  
Supervision exercised: Supervises 1 or more staff at the Technology Assistant classification. Functions as Dept. Manager and Librarian-in-Charge upon occasion.

### **Job Summary:**

As part of the Dept. Management team, this position is considered a Dept. Manager. This position exists to seamlessly and invisibly integrate all types of computer and automation technology into the library environment - on the staff and customer sides. It encompasses but is not limited to the following items: desktop/laptop equipment, applications and software, local and wide area networking, bandwidth monitoring and filtering, telecommunications including VoiP and data streaming, cloud storage and computing, FAX, printing/copying and wireless connectivity as well as various aspects of our website (hosting). The Technology Manager provides input to set the IT operations budget and technology portion of the capital budget and provides input regarding staff training and CE. Overseeing the administration and maintenance of servers/desktops, along with troubleshooting, expert/support and helpdesk activities, this position also acts as the liaison for CCS relative to our shared ILS. Other activities include selecting/evaluating hardware, wiring and evaluating new services and equipment for use, systems backup, archiving and document (data) retention/storage. A team player with excellent communication skills is needed in this position as s/he interacts with every staff/customer and outside vendors at some point. This position provides support to the Automation and Electronic Resources Committees, as well as the Executive Director and library staff. General supervision is provided by the Executive Director. This person is expected to have a solid knowledge of and background in computers/network management inclusive of digital telephones, copiers, server/network environment along with a broad range of computer applications in libraries along with various personnel and project management tasks, especially in managing and prioritizing multiple projects, budget submittal, training staff and developing various training sessions/manuals and evaluating software/hardware.

### **Qualifications:**

- Four year college degree preferred with 2-3+ years networking experience (related certifications a plus) and computer science or equivalent
- 3-5 yrs. previous computer and network management experience required
- 2-3 yrs. previous experience as a client care specialist highly desirable
- Demonstrated supervisory and project management experience required
- Demonstrated ability to research and evaluate equipment/supplies
- Ability to work effectively and efficiently with minimum supervision
- Proven ability to set priorities, meet deadlines

- Excellent customer service skills, including listening and feedback; on-the-fly problem solving with good problem resolution skills
- Excellent oral and written communication skills within a teamwork environment.
- Ability to work flexible hours.
- Ability to climb ladders up to 18 ft. and pull wiring/cables.
- Knowledge of technology trends in libraries and willingness to keep current in field.
- Ability to lift and move 50 - 70 lbs in weight.
- Knowledge of outsourcing methods and negotiating various software/hardware vendor contracts.
- Ability to make appropriate on-site repairs to workstations, copiers, printers and various other ancillary equipment.

**Examples of Work:**

- Repairs various equipment, wiring and switches relative to technology in response to staff problem reports.
- Analyzes, evaluates and recommends best practices, policies and procedures, methods, software and hardware to meet the changing needs of the library.
- Keeps abreast of trends in all areas of library technology and its' applications.
- Serves as IT liaison for our ILS consortium
- Seamlessly works with all Depts. to install hardware, software/upgrades and trouble-shoot problems of hardware, software, telecommunications, connectivity and printing - helping to resolve issues in a timely fashion and with limited service interruption
- Supervises IT staff plus, upon occasion, other Dept. staff in training how to use various software/hardware on an individual and group basis when appropriate.
- Serves as the library contact for all vendor technology issues and concerns
- Prepares various reports and statistics for all IT and database usage as required by Executive Director
- Keeps an up-to-date inventory of computer equipment and software
- Prepares IT budget inclusive of hardware, software, licenses, IT staff, training and other equipment plus data storage, printing and miscellaneous technology needs
- May assist patrons with various IT questions regarding functionality of software/hardware but not necessarily daily "hands-on" at service desk

**Performance Standards:**

- Facilitates meetings effectively and efficiently, keeping the team well-informed
- Resolves problems in a timely fashion with minimal downtime and minimal upset to daily routine
- Relays relevant IT-related information to all parties in a timely fashion using the proper communication methods
- Serves as the “Help Desk” coordinator for IT related questions and responds to those issues as ‘exceeding customer expectations”
- Recommends policies and procedures reflective of forward thinking, proper legal ramifications and with thought toward budgetary limitations
- Identifies and provides standards for gathering information/data related to statistical and anecdotal information for monthly and annual reports, special projects and various evaluation contingencies
- With the proper authority, identifies problems and concerns and suggests/initiates and implements improvements in all areas of IT responsibility
- Interacts/communicates effectively with all staff regarding technology issues and is able to communicate about technology on multiple levels with staff.
- Remains on the forefront of emerging technology and industry practices and recommends innovative and cost-saving solutions, equipment and vendor choices
- Seeks CE training and professional activities within the IT and Library environment
- Helps bridge the ‘technology divide between IT staff, library staff and patrons - sometimes helps patrons directly
- Meets job attendance requirements by being on-time for work, reporting absences as prescribed and showing regular attendance patterns.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.