



1300 St. Germain Street West  
St. Cloud, MN 56301  
Telephone 320-650-2500 Fax 320-650-2501

**Board of Trustees Personnel Committee Meeting**  
**Tuesday, May 21, 2024, 5:40 p.m.**  
**St. Cloud Public Library Mississippi Room**  
**Agenda**

- |  |      |
|--|------|
| 1. Call to Order   | 5:40 |
| 2. Adoption/Amendment of Agenda  | 5:41 |
| 3. Approval of Minutes – March 19, 2024, Meeting ( <a href="#">Requested Action – Approve</a> ) pg 3 | 5:42 |
| 4. Staff Recognition Report pg 5   | 5:43 |
| 5. Human Resources Annual Statistics pg 7  | 5:45 |
| 6. Position Descriptions Revisions ( <a href="#">Requested Action – Approve</a> ) pg 9               | 5:50 |
| 7. Next Meeting – July 16, 2024  | 5:55 |
| 8. Adjournment   | 5:55 |



**GREAT RIVER REGIONAL LIBRARY  
PERSONNEL COMMITTEE MINUTES  
March 19, 2024**

The Great River Regional Library (GRRL) Personnel Committee was called to order by Board Chair Jayne Dietz on Tuesday, March 19, 2024, at 5:41 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Jayne Dietz, Robert Kasper, Jacey Wallace

Members Excused: Tina Diedrick, Melissa Fee, Lynn Grewing

GRRL Staff Present: Karen Pundsack, Jay Roos, Patricia Waletzko, Nichol Wojcik

**ADOPTION OF AGENDA**

Bobby Kasper made a motion to adopt the agenda as presented. Seconded by Al Amdahl, the motion carried unanimously.

**ELECT PERSONNEL COMMITTEE CHAIRPERSON**

Jayne Dietz nominated Jacey Wallace for Personnel Committee Chairperson. Bobby Kasper seconded the nomination. There being no further nominations, all voted to elect Jacey Wallace as chairperson for 2024.

**APPROVAL OF MINUTES**

Bobby Kasper made a motion to approve the January 16, 2024, Personnel Committee minutes as presented. Seconded by Jayne Dietz, the motion carried unanimously.

**POSITION DESCRIPTIONS REVISIONS**

**Associate Director – Information Technology**

**Web Developer**

**Computer Systems Analyst**

**Computer Support Technician**

Associate Director – Human Resources Nichol Wojcik stated that Human Resources is working to move all position descriptions to the updated format. The Information Technology department positions were presented. Jayne Dietz made a motion to approve the position descriptions revisions as presented. Seconded by Bobby Kasper, the motion carried unanimously.

**LIBRARY ASSISTANT PILOT PROJECT**

Executive Director Karen Pundsack informed the Committee that candidate searches for open positions have failed over the last several months, some related to the lack of benefit packages. Slight changes to the Library Assistant description are part of the proposal, which is intended to address the inability to fill positions. The pilot Library Assistant position would float among the north or south branches and report to the Patron Services Supervisor for that group of libraries. Two benefit-eligible, 30-hour per week positions will be posted.

Bobby Kasper made a motion to approve the Library Assistant pilot project as presented. Seconded by Jayne Dietz, the motion carried unanimously.

**NEXT MEETING**

The next Great River Regional Library Personnel Committee meeting will be Tuesday, May 21, 2024.

**ADJOURNMENT**

Jayne Dietz adjourned the meeting at 5:54 p.m.

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Jacey Wallace, Chair

**Staff Recognition Report**  
**2024 - Quarter 2**  
**April 1 - June 30**

<b>First Name</b>	<b>Last Name</b>	<b>Department</b>	<b>Supervisor</b>	<b>Celebration Date</b>	<b>Years of Service</b>
Nancy	Dunbar	Waite Park	Jones, Amanda	4/3/2024	1
Eric	Knese	Grrl - Distribution	Schmitt, Kyle	4/10/2024	1
Becky	Botz	St. Cloud - Circulation	Blotkamp, Eric	5/15/2024	1
Kyle	Schmitt	Grrl - Distribution	Backen, Rosanna	5/15/2024	1
Kassidy	White	St. Cloud - Circulation	Blotkamp, Eric	5/16/2024	1
Fatima	Malik	Grey Eagle/Long Prairie	Wehrspann, Amanda	5/16/2024	1
Amanda	Jones	Waite Park	Canter, Brandi	5/17/2024	1
Dez	Decker	Delano/Rockford	Jacobs, Theresa	6/5/2024	1
Hannah	Sorenson	Elk River	Barry, Margot	6/20/2024	1
Allison	Skinner	Elk River	Barry, Margot	6/27/2024	1
Katie	Myles	Becker/Big Lake	Honer-Dawson, Hilary	6/27/2024	1
Kimberly	Johnson	Delano/Rockford	Jacobs, Theresa	4/19/2024	3
Lori	Johnson	Royalton	Deal-Hansen, Terri	5/3/2024	3
Tricia	Tumberg	Cokato/Howard Lake	Wilson, Nicole	5/3/2024	3
Yvonne	Pearson	St. Cloud - Circulation	Blotkamp, Eric	5/17/2024	3
Heidi	Becker	Annandale/Kimball	Asfeld, Carla	5/17/2024	3
Erin	Mallo	Grrl - Accounting	Anderson, Amy	6/2/2024	3
Tamra	Kowalski	Delano/Rockford	Jacobs, Theresa	4/29/2024	10
Mary Kay	Headlee	St. Cloud - Circulation	Backen, Rosanna	4/29/2024	10
Joan	Panuska	St. Michael	Bunting, Nancy	5/6/2024	10
Julia	Tagney	Annandale/Kimball	Asfeld, Carla	6/11/2024	15
Barb	Frieler	Albany/Melrose	Hannon, John	6/1/2024	20



### HR Annual Statistics

Year	Turnover	Separations	Avg Employees	New Hires	Promo/ Transfers	Applications	Interviews
2004	10.13%	23	227	48	na	440	103
2005	16.59%	37	223	60	na	1029	211
2006	12.55%	29	231	50	na	1392	297
2007	12.86%	31	241	49	22	889	225
2008	11.81%	30	254	41	7	1010	235
2009	11.07%	28	253	27	8	935	154
2010	17.24%	45	261	41	16	1090	190
2011	15.27%	40	262	42	7	937	255
2012	15.66%	44	281	41	9	769	266
2013	23.83%	61	256	27	22	**	273
2014	12.86%	34	264	41	15	360*	85*
2015	13.66%	37	271	38	13	558	212
2016	18.33%	50	273	46	14	569	207
2017	18.06%	50	277	52	8	542	212
2018	14.51%	40	276	41	6	481	178
2019	16.50%	45	273	40	8	484	178
2020	20.00%	50	250	16	19	373	103
2021	20.34%	48	236	45	3	509	199
2022	19.67%	47	239	58	13	468	184
2023	21.58%	52	241	44	11	242	182

\*2014 Applications and Interviews are calculated from April 1 - December 31, 2014 with the implementation of ADP Applicant Tracking Module.  
conversion.







## Position Descriptions Revisions

Submitted by Karen Pundsack, Executive Director

Nichol Wojcik, Associate Director – Human Resources

### BOARD ACTION REQUESTED

Information

Discussion

Approve/Accept

### RECOMMENDATION

Approve the revised position descriptions listed below.

### BACKGROUND INFORMATION

Supporting Documents Attached

- Markup and clean position descriptions for:
  - Executive Director
  - Associate Director – Collection Development
  - Collection Development Librarian
  - Technical Services Coordinator
  - Technical Services Librarian
  - Purchasing Specialist
  - Lead Patron Services Supervisor
  - Patron Services Supervisor
  - Patron Services Coordinator
  - Patron Services Librarian
  - Patron Services Specialist
  - Circulation & Distribution Coordinator
  - Senior Circulation Assistant
  - Senior Distribution Assistant
  - Senior Library Assistant
  - Senior Library Aide
  - Summer Library Aide (on table)

Aside from possible minor adjustments, this is the last group of position descriptions to be streamlined and formatted into the new template. The template was developed to incorporate recommendations made by Filsan Talent Partners as part of our FY21 Library Services & Technology Act grant Advancing Equity and Inclusion in Central Minnesota Libraries.

### FINANCIAL IMPLICATIONS

Estimated Cost: \$0

Funding Source: NA

Budgeted:  Yes  No  N/A

### ACTION

Passed

Failed

Tabled





## EXECUTIVE DIRECTOR

**Department:** GRRL Administration/GRRL

**Pay-Grade:** 37

**Reports To:** GRRL Board of Trustees

**FLSA Status:** Exempt

**Date Approved:** ~~09/27/2005~~

**Date of Last Revision:** ~~11/19/2013, 09/16/2014~~

### JOB SUMMARY

~~Under general direction of the Great River Regional Library Board of Trustees, the position of Executive Director plans, organizes, directs, evaluates and reviews the library's resources, services and programs. The Executive Director also interprets library resources, services and programs to the regional library board, governmental authorities and citizens. The Executive Director provides GRRL strategic direction and aligns library resources with community needs.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

~~GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.~~

~~We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.~~

### PRIMARY DUTIES AND RESPONSIBILITIES

~~THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED based on the needs of GRRL.~~

- ~~• 1. Serves the library in a leadership capacity to move the region's services forward, anticipates future needs, as well as to respond to current trends.~~
- ~~• Plans, organizes and directs all activities concerned with the administration and operation of the regional library system.~~
- ~~2. Provides direction and coaching to direct reports in the effective operation of major library service areas including Accounting, Collection Development, Human Resources, Information Technology, Patron Services and Communications & Fund Development. Public Relations.~~
- ~~• Maintains a collaborative and respectful workplace environment.~~
- ~~• 3. Makes policy and budget recommendations to the regional library board and serves as a non-voting executive officer at all board and committee meetings. Reports to the board on library needs and operation on a regular basis. Provides the board with an appropriate strategic planning process, short and long range goals, and implements an ongoing process of reviewing the development of library services and programs in response to changing needs or conditions.~~
- ~~• Develops and recommends to the board system wide policies and procedures for library operations.~~

- ~~4. Administers expenditure of all regionally held funds committed for library services and operations. Oversees [library budget](#), preparation and development of the annual budget. Presents the annual budget proposal for board authorization. Provides periodic budget status reports and enforces provisions of the adopted budget.~~
- ~~5. Exercises final authority for all recruitment, hiring and dismissal actions for library staff.~~
- ~~6. Leads advocacy efforts and maintains effective relationships with board members and community stakeholders. Maintains effective communication with governmental officials regarding funding issues. [Represents Great River Regional Library in the community.](#)~~
- ~~7. Represents the library in state and national professional associations and at conferences. Stays informed on new developments affecting library operations, services and programs and assesses advisability and feasibility of implementation strategies.~~
- ~~8. Oversees advice to local boards and governmental authorities on a variety of library issues including local library board operations, building improvements, site selection, services, etc.~~
- ~~9. Serves as GRRL's [Data Practices Compliance Official](#). Oversees the release of information regarding status of pending local, state and federal legislation affecting library operations. Represents the library concerning governmental regulations and funding at local, state and federal levels.~~
- ~~10. [Represents GRRL on statewide committees](#). Insures GRRL's interests are represented with the State of Minnesota by participating in various meetings such as those conducted by State Library Services & School Technology, the Council of Regional Public Library System Administrators, Central Minnesota Libraries Exchange and other appropriate local, county, state and federal agencies.~~
- ~~Other essential duties include but are not limited to the following:~~
- ~~11. Conducts staff meetings communicating the library's vision, mission, philosophy, goals and objectives to library staff. [Ensures that these goals are executed by staff.](#)~~
- ~~12. [Oversees compliance with state and federal regulations](#). Oversees preparation and distribution of statistical reports outlining library services and operations. Interprets and analyzes those reports and uses that analysis to develop goals and objectives for Board consideration.~~
- ~~Provides needed reports, planning documents, program applications and other documentation to board members and state and federal program officials.~~
- ~~13. Represents GRRL to the media.~~
- ~~14. Maintains awareness of [and pursues grant partnership and collaboration](#) opportunities and [other seeks](#) innovative sources of income.~~
- ~~15. [Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View and Freedom to Read policy statements.](#)~~
- ~~Attends GRRL staff meetings and takes part in continuing education and training opportunities to represent GRRL and to keep current on changing trends in the field of library science.~~

#### MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

[A successful candidate will have:](#)

- [• Positive attitude and strong work ethic](#)
- [• Enjoy working with people from diverse backgrounds](#)
- [• Organizational, interpersonal, and time management skills](#)
- [• Ability to self-direct and work as a team member](#)
- [• Ability to meet deadlines and follow instructions](#)
- [• Ability to foster positive working relationships and an inclusive workplace](#)
- [• A desire to learn and develop skills and abilities](#)
- [• Ability to be flexible and adapt to changes](#)

**Education and Experience:**

- Master's degree in Library Science from an American Library Association accredited college or university.

**AND**

- At least eight years of public library experience including at least two years of administrative responsibility.
- Experience working with a board of trustees.

**Required Skills and Abilities:****Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques
- Comprehensive knowledge of laws and regulations relating to library operations.
- Knowledge of concepts, principles, techniques, and practices of accounting, human resource management, public relations, planning, statistics, verbal and graphical presentations, public speaking, grant writing and grant administration.
- Financial planning and management skills necessary to oversee the creation, development and management of a large and complex annual operating budget.

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines Program and Project Development
- Ability to visualize, plan and deliver creative and meaningful library programs and services
- Demonstrated administrative skills sufficient to manage the operation of a 32-branch library system.

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**Other Abilities**

- Ability to travel to other locations including occasional overnight stays
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends
- ~~Demonstrated leadership exemplified by willingness and ability:~~

- to model and reinforce integrity, ethics and excellence in work performance
- to develop and sustain work relationships characterized by respect, dignity and trust
- to provide enthusiastic and positive leadership
- to support policies and work practices that engender successful collaboration
- to manage by objectives and outcomes
- to mentor and coach in a manner that contributes to staff development
- to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
- to develop and implement creative solutions to regional challenges
- to maintain a commitment to personal and professional development
- ~~Demonstrated administrative skills sufficient to manage the operation of a 32-branch library system.~~
- Ability to lead administrative staff in long and short range planning to assist GRRL in fulfilling its stated mission. Knowledge of management techniques to plan and coordinate the work of approximately 280 employees to provide high quality library services.
- Knowledge of concepts, principles, techniques, and practices of accounting, human resource management, public relations, planning, statistics, verbal and graphical presentations, public speaking, grant writing and grant administration.
- Financial planning and management skills necessary to oversee the creation, development and management of a large and complex annual operating budget.
- Ability to create with the library board a philosophy supporting regional library services and interpersonal skills sufficient to effectively relate this to the general public, staff, and legislative and governmental bodies.
- Ability to develop and write policies and procedures and secure board support to implement them.
- Comprehensive knowledge of professional library principles, methods, techniques, materials and procedures.
- Excellent computer skills and familiarity with electronic information resources including databases and the Internet and knowledge of relevant software applications.
- Familiarity with automation, telecommunication, library and information management technologies.
- Ability to travel frequently with overnight stays. Minnesota driver's license required.
- ~~Comprehensive knowledge of laws and regulations relating to library operations.~~
- Ability to read, write, give, follow and comprehend verbal and written instructions.
- Effective oral and written communication skills to communicate productively with staff and library users.

Complexity of Work: Complex

Budget Responsibility: Maintains the entire library budget

Supervisory Responsibility: Directs the work of all library staff.

Supervision Received: Administrative Direction

Scope of Relationships (internal): Contact with staff throughout region.

Scope of Relationships (external): Contact with the public, Board of Directors and other library system directors.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Ability to travel to other library locations as well as to off-site meetings

Department: GRRL Administration/GRRL

Pay Grade: 37

Reports To: GRRL Board of Trustees

FLSA Status: Exempt

Date Approved: 09/27/2005

Date of Last Revision: 11/19/2013, 09/16/2014, 05/21/2024

**In an average hour work day, this job requires:** (Check full capacity for each activity).

	(number of hours)							
Sit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input checked="" type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Stand	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Walk	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

**On the job you:**

	Not at all (0%)	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Bend/Stoop/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Heights/Ladder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach above shoulder level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crouch/Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**On the job you carry:**

	Not at all (0%)	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Up to 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11-24 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25-34 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**On the job you lift:**

	Not at all (0%)	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Up to 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11-24 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25-34 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**This job requires:**

	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Being around moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to marked changes in temperature or humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	_____
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Moving library materials (pushing carts/bins, handling delivery bags, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment (copier, fax computer, telephone, and other telecommunications equipment
Use of hands for repetitive action	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Extensive computer keyboard use

**ACCEPTANCE STATEMENT**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Executive Director at GRRL. If employed, I certify that I can and will perform the primary duties and responsibilities of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

I acknowledge that I have read the information presented above and I understand the expectations set forth hereto.

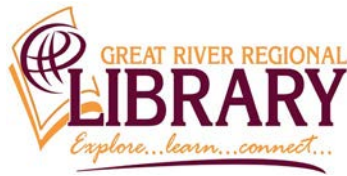
\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
GRRL Supervisor Signature

\_\_\_\_\_  
Date





## EXECUTIVE DIRECTOR

### JOB SUMMARY

The Executive Director provides GRRL strategic direction and aligns library resources with community needs.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Serves the library in a leadership capacity to move the region's services forward, anticipates future needs, as well as to respond to current trends.
2. Provides direction and coaching to direct reports in Accounting, Collection Development, Human Resources, Information Technology, Patron Services and Communications & Fund Development.
3. Makes policy and budget recommendations to the regional library board and serves as a non-voting executive officer at all board and committee meetings.
4. Oversees library budget.
5. Exercises final authority for all recruitment, hiring and dismissal actions for library staff.
6. Leads advocacy efforts and maintains effective relationships with board members and community stakeholders. Maintains effective communication with governmental officials regarding funding issues.
7. Oversees advice to local boards and governmental authorities on a variety of library issues.
8. Serves as GRRL's Data Practices Compliance Official.
9. Represents GRRL on statewide committees.
10. Conducts staff meetings communicating the library's vision, mission, philosophy, goals and objectives to library staff.
11. Oversees compliance with state and federal regulations.
12. Represents GRRL to the media.
13. Maintains awareness of partnership and collaboration opportunities and seeks innovative sources of income.
14. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View and Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master’s degree in Library Science from an American Library Association accredited college or university.
- At least eight years of public library experience including at least two years of administrative responsibility.
- Experience working with a board of trustees.

**Required Knowledge Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques
- Comprehensive knowledge of laws and regulations relating to library operations.
- Knowledge of concepts, principles, techniques, and practices of accounting, human resource management, public relations, planning, statistics, verbal and graphical presentations, public speaking, grant writing and grant administration.
- Financial planning and management skills necessary to oversee the creation, development and management of a large and complex annual operating budget.

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines Program and Project Development
- Ability to visualize, plan and deliver creative and meaningful library programs and services
- Demonstrated administrative skills sufficient to manage the operation of a 32-branch library system.

**Other Abilities**

- Ability to travel to other locations including occasional overnight stays
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains the entire library budget

**Supervisory Responsibility:** Directs the work of all library staff.

**Supervision Received:** Administrative Direction

**Scope of Relationships (internal):** Contact with staff throughout region.

**Scope of Relationships (external):** Contact with the public, Board of Directors and other library system directors.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building Ability to travel to other library locations as well as to off-site meetings

**Department:** GRRL Administration/GRRL **Pay Grade:** 37  
**Reports To:** GRRL Board of Trustees **FLSA Status:** Exempt  
**Date Approved:** 09/27/2005  
**Date of Last Revision:** 11/19/2013, 09/16/2014, 05/21/2024

**ACCEPTANCE STATEMENT**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Executive Director at GRRL. If employed, I certify that I can and will perform the primary duties and responsibilities of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

I acknowledge that I have read the information presented above and I understand the expectations set forth hereto.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
GRRL Supervisor Signature

\_\_\_\_\_  
Date





## ASSOCIATE DIRECTOR - COLLECTION DEVELOPMENT

**Department:** ~~Collection Development/GRRL~~  
**Reports To:** ~~Executive Director~~  
**Union:** ~~Non-Union~~

**Pay Grade:** ~~29~~  
**FLSA Status:** ~~Exempt~~

**Date Approved:** ~~07/14/2009~~

**Date of Last Revision:** ~~11/19/2013, 09/19/2017~~

### JOB SUMMARY

~~Under administrative direction, the~~ The Associate Director - Collection Development ~~assists the organization in meeting its strategic goals through~~ the ~~develops a development and maintenance of a library collection that is responsive to~~ diverse patron needs ~~public needs and interests. Areas of responsibility include the efficient and effective management of the Collection Development and Technical Services departments.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Oversees s the regional selection and deselection of all formats of materials ~~for the region.~~
- ~~2. Oversees ongoing organization and weeding of the collection.~~
- ~~3.~~ 2. Provides s region-wide leadership regarding collection strategy and ~~issues and strategy.~~
- ~~4.~~ 3. Creates and conducts collection development training with Human Resources. ~~Provides training throughout the region on collection procedures and maintenance.~~
- ~~5. Develops and monitors an annual budget for the collection and associated gift funds.~~
- ~~6.~~ 4. Oversees s interlibrary loan and resource sharing between libraries.
- ~~7. Develops and implements initiatives that anticipate and respond to trends and interests of patrons.~~
5. Oversees s acquisition, processing and cataloging work performed by Technical Services.
- ~~8.~~ 6. Trains and coaches staff, evaluates job performance, and initiates personnel actions in conjunction with Human Resources.
- ~~9. Supervises the Collection Development and Technical Services department staff to provide a high level of service through training and coaching, evaluating performance and directing work duties and responsibilities.~~
- ~~10. Develops reports and analyzes data to improve department operations and patron service.~~

- ~~11.7. Develops policies and procedures to optimize operations in the department and best serve patrons. to library to improve workflow and patron experience.~~
- ~~12. Oversees the maintenance of the website to ensure a range of content to meet user needs.~~
- ~~13.8. Researches and Oversees database and periodical purchases, contracts and renewals.~~
- ~~9. Coordinates and participates on interview panels to interview applicants for job openings in the departments supervised Interviews candidates for all positions supervised and makes hiring recommendations for hire to the Executive Director.~~
- ~~14.~~
- ~~15. Supports the strategic plan by chairing and serving on teams and work groups.~~
- ~~16.10. Serves Participates on the Leadership Support Team to develop, plan, and implement the GRRL Strategic Plan and regional cross-department initiatives.~~
- ~~11. Promotes communication and transparency with the GRRL Board of Trustees by preparing materials for GRRL Board meetings. Prepares materials for GRRL Board Meetings May attend meetings and presents information related to collection development or and technical services.~~
- ~~12. Travels to libraries throughout the region.~~
- ~~13. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and Freedom to Read policy statements.~~
- ~~17.~~
- ~~18. Represents GRRL in professional activities on a statewide and/or national level.~~

## MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

### **Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- ~~Four~~ Two years of library experience including ~~two~~ one years of supervisory experience. Public library experience preferred.

### **Required Knowledge, Skills and Abilities:**

#### **Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines Program and Project Development
- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Required Knowledge, Skills and Abilities:**

- ~~Knowledge of collection development principles, practices and techniques~~
- ~~Ability to supervise and direct the work of subordinate staff~~
- ~~Ability to exercise initiative, independent judgment and discretion~~
- ~~Excellent communication and interpersonal skills, both written and verbal~~
- ~~Ability to build rapport with all levels of staff, board members and external partners~~
- ~~Advanced computer and statistical analysis skills~~
- ~~Proficiency with Microsoft Excel to generate reports and manage statistical data~~
- ~~Ability to exercise good judgment in evaluating situations and making decisions~~
- ~~Excellent organizational and leadership skills with the ability to think strategically and manage multiple priorities~~
- ~~Valid driver's license and satisfactory driving record~~
- ~~Ability to maintain confidential information~~

**Complexity of Work:** Highly complex

**Budget Responsibility:** Develops and monitors Collection Development and Technical Services department budgets. Oversees gift funds and helps expend library funds on collection.

**Supervisory Responsibility:** Supervises Collection Development and Technical Services staff

**Supervision Received:** [Administrative Direction](#)

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures, and to resolve issues, member of Leadership Support Team.

**Scope of Relationships (external):** Regular contact with vendors and authors. Contact with patrons to resolve account issues. [May represent GRRL on statewide committees.](#)

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Frequently operates office and library equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally moves around the library building](#)
- [Occasionally moves books and materials up to 19 pounds](#)
- [Occasionally moves carts loaded with library materials](#)
- [Occasionally drives fleet vehicle](#)

**Department:** [Collection Development/GRRL](#)

**Pay Grade:** [29](#)

**Reports To:** [Executive Director](#)

**FLSA Status:** [Exempt](#)

**Union:** [Non-Union](#)

**Date Approved:** [07/14/2009](#)

**Date of Last Revision:** [11/19/2013, 09/19/2017, 05/21/2024](#)

**ACKNOWLEDGEMENT**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

~~The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed in a standard office environment.~~

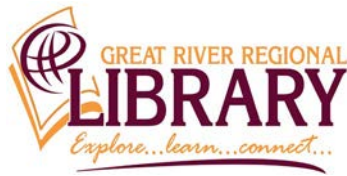
~~N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)~~



PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			Books/materials
	11-19 lbs		X			Books/materials
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs		X			Books/ materials
	11-19 lbs		X			Books/ materials
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries in region
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment





## ASSOCIATE DIRECTOR - COLLECTION DEVELOPMENT

### JOB SUMMARY

The Associate Director - Collection Development develops a library collection that is responsive to diverse patron needs and interests.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Oversees the regional selection and deselection of all materials.
2. Provides region-wide leadership regarding collection strategy and issues.
3. Creates and conducts collection development training with Human Resources.
4. Oversees interlibrary loan and resource sharing between libraries.
5. Oversees acquisition, processing and cataloging work performed by Technical Services.
6. Trains and coaches staff, evaluates job performance, and initiates personnel actions in conjunction with Human Resources.
7. Develops policies and procedures to library to improve workflow and patron experience.
8. Oversees database and periodical purchases, contracts and renewals.
9. Interviews candidates for all positions supervised and makes hiring recommendations to the Executive Director.
10. Participates on the Leadership Support Team.
11. Prepares materials for GRRL Board Meetings and presents information related to collection development and technical services.
12. Travels to libraries throughout the region.
13. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member

- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- Two years of library experience including one year of supervisory experience. Public library experience preferred.

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines Program and Project Development
- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Highly complex

**Budget Responsibility:** Develops and monitors Collection Development and Technical Services department budgets. Oversees gift funds and helps expend library funds on collection.

**Supervisory Responsibility:** Supervises Collection Development and Technical Services staff

**Supervision Received:** Administrative Direction







## COLLECTION DEVELOPMENT LIBRARIAN

~~Department: Collection Development/GRRL~~ ~~Pay Grade: 23~~  
~~Reports To: Associate Director, Collection Development~~ ~~FLSA Exempt~~  
~~Union: General Unit~~ ~~Status:~~

~~Date Approved: 09/17/2013~~

~~Date of Last Revision: 11/19/2013, 01/20/2015, 11/15/2016~~

~~Under general supervision, the~~ The Collection Development Librarian selects and evaluates library materials for the regional collection ~~as part of a centralized collection development that addresses the full range of public needs and interests.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Assists with the ~~Associate Director, Collection Development in the~~ selection, de-selection, and assessment of the library's collections and user needs. Identifies materials appropriate for standing orders and periodicals.
2. Manages expenditures to the collection development budget ~~as determined by the Associate Director, Collection Development.~~
3. Provides recommendations regarding the development of policies and procedures related to collection development.
4. Participates actively in the maintenance of the website to insure a range of content to meet user needs.
5. Analyzes data from multiple sources to support collection analysis and development decisions.
6. Schedules, trains, evaluates and coaches Collection Development Clerks ~~Supervises Collection Development Clerk(s) including recruitment, training, performance management and developing work schedules and assignments.~~
- 6.7. Assists with hiring new staff.
- 7.8. Works collaboratively across library departments to support library collection initiatives ~~and streamlines workflows accordingly.~~
- 8.9. Represents the library through participation in meetings, committee work, and research or other scholarly activities.

## MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

### **Education and Experience:**

- [Master's in Library Science or related field or equivalent](#) ~~ALA accredited master's degree in library or information science~~
- [One year of library experience](#)
- [Previous supervisory experience preferred](#)

### **Required Knowledge, Skills and Abilities:**

#### **Diversity, Equity and Inclusion**

- [Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture](#)
- [Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups](#)

#### **Technical Knowledge**

- [Demonstrated proficiency with computer software programs including Microsoft Office](#)
- [Demonstrated proficiency in collection development practices](#)

#### **Communication, Interpersonal, and Customer Service**

- [Exceptional written and oral communication skills](#)
- [Ability to develop a variety of community contacts, collaborations and partnerships](#)

#### **Leadership and Management**

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

#### **Other Abilities**

- [Ability to travel to other locations](#)
- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

### **Required Knowledge, Skills and Abilities:**

- ~~Knowledge of collection development principles, practices and techniques~~



- ~~Advanced computer and statistical analysis skills~~
- ~~Proficiency with Microsoft Excel to generate reports and manage statistical data~~
- ~~Skill in interpreting data from many sources in analyzing collection needs~~
- ~~Excellent communication skills — verbally and in writing~~
- ~~Ability to supervise and direct the work of subordinate staff~~
- ~~Ability to exercise initiative, independent judgment and discretion~~

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains materials expenditures within budgeted amounts.

**Supervisory Responsibility:** ~~May supervise~~ Directs the work of Collection Development Clerks.

**Supervision Received:** General Supervision

**Scope of Relationships (internal):** Contact with staff throughout region to provide information.

**Scope of Relationships (external):** Occasional contact with vendors.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment with occasional work on the loading dock
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves books and materials up to 10 pounds
- Occasionally moves carts loaded with library materials
- Occasionally moves around the library building

**Department:** Collection Development/GRRL

**Pay Grade:** 23

**Reports To:** Associate Director, Collection Development

**FLSA** Exempt

**Status:**

**Union:** General Unit

**Date Approved:** 09/17/2013

**Date of Last Revision:** 11/19/2013, 01/20/2015, 11/15/2016, 05/21/2024

**ACKNOWLEDGEMENT**

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

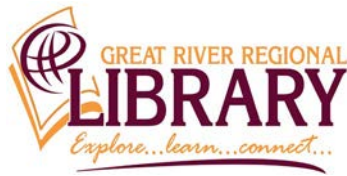
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands				X		Keyboarding
Looking at computer screen				X		
Reaching in any direction			X			Handling library materials
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit				X		
Stand			X			
Walk			X			
Lift	1-10 lbs		X			Books/materials
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs		X			Books
	11-19 lbs	X				Materials from bin to table
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## COLLECTION DEVELOPMENT LIBRARIAN

### JOB SUMMARY

The Collection Development Librarian selects and evaluates library materials for the regional collection.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Assists with the selection, de-selection, and assessment of the library's collections and user needs. Identifies materials appropriate for standing orders and periodicals.
2. Manages expenditures to the collection development budget.
3. Provides recommendations regarding the development of policies and procedures related to collection development.
4. Participates actively in the maintenance of the website to insure a range of content to meet user needs.
5. Analyzes data from multiple sources to support collection analysis and development decisions.
6. Schedules, trains, evaluates and coaches Collection Development Clerks.
7. Assists with hiring new staff.
8. Works collaboratively across library departments to support library collection initiatives.
9. Represents the library through participation in meetings, committee work, and research or other scholarly activities.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's in Library Science or related field or equivalent
- One year of library experience
- Previous supervisory experience preferred

**Required Knowledge, Skills and Abilities:****Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency in collection development practices

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains materials expenditures within budgeted amounts.

**Supervisory Responsibility:** Directs the work of Collection Development Clerks.

**Supervision Received:** General Supervision

**Scope of Relationships (internal):** Contact with staff throughout region to provide information.

**Scope of Relationships (external):** Occasional contact with vendors.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment with occasional work on the loading dock
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves books and materials up to 10 pounds

- Occasionally moves carts loaded with library materials
- Occasionally moves around the library building

**Department:** Collection Development/GRRL **Pay Grade:** 23  
**Reports To:** Associate Director, Collection Development **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 09/17/2013  
**Date of Last Revision:** 11/19/2013, 01/20/2015, 11/15/2016, 05/21/2024

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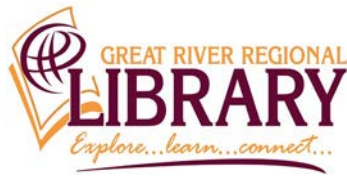
Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## TECHNICAL SERVICES COORDINATOR

### JOB SUMMARY

The Technical Services Coordinator oversees the efficient and effective operation of the Technical Services Department. Areas of responsibility include providing staff work direction, coordinating resource sharing through interlibrary loan, and the cataloging and classification of all materials in the library collection to provide easy, accurate and comprehensive access to materials.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

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We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Participates in region-wide goals and activities that support the organization's strategic plan.
2. [Schedules, trains, evaluates and coaches library staff and volunteers](#)~~Coordinates schedules and directs the work of department staff and volunteers.~~
3. ~~Maintains a high level of library services by training and coaching staff and evaluating job performance.~~
4. Performs routine and specialized cataloging and classification of library materials.
5. Participates in and provides expertise for special cataloging projects and enhancements.
6. Maintains authority records in accordance with library standards to maintain the integrity of GRRL's catalog.
7. Develops and updates written departmental procedures to optimize work in the department.
8. [Assists with hiring new staff](#)~~Participates on interview panels for job openings in Technical Services and provides input into the recommendation for hire.~~
9. Compiles and tracks statistics regarding technical services activities to assist in analysis and evaluation.
10. Works collaboratively across library departments to support library initiatives and streamlines workflows accordingly.
11. Serves as part of the Building Team and occasionally may be called to the library when closed to resolve security or alarm events.
12. ~~Represents the library through participation in meetings, teams and work groups, and research or other scholarly activities.~~

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master’s Degree in Library Science or related field or equivalent
- Two years of library experience including one year of supervisory experience. Public library experience preferred.

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- [Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture](#)
- [Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups](#)

**Technical Knowledge**

- [Demonstrated proficiency with computer software programs including Microsoft Office](#)
- [Demonstrated efficiency with library cataloging and classification](#)

**Communication, Interpersonal, and Customer Service**

- [Exceptional written and oral communication skills](#)
- [Ability to respond to emergencies and situations that may be stressful or difficult](#)

**Leadership and Management**

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

**Other Abilities**

- [Ability to travel to other locations](#)
- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

**Required Knowledge, Skills and Abilities:**

- ~~Strong knowledge of principles and procedures of professional library work including methods, practices and techniques of library cataloging and classification including RDA, MARC21, DDC, and LCSH~~
- ~~Demonstrated proficiency with computers including Microsoft Office and library systems~~
- ~~Ability to effectively manage time and meet deadlines~~
- ~~Ability to develop, train and direct staff~~



- ~~Ability to work without close supervision~~
- ~~Ability to plan and assign work~~
- ~~Effective communication and interpersonal skills, verbally and in writing~~

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains department expenditures within budgeted amounts.

**Supervisory Responsibility:** Directs the work of staff and volunteers.

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Contact with staff throughout region for informational purposes. May participate in regional teams and work groups.

**Scope of Relationships (external):** Occasional contact with cataloging utility service providers and catalog enhancement product vendors. [May represent GRRL on statewide committees.](#)

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Occasionally moves books and materials up to 19 pounds; infrequently up to 50 pounds
- Occasionally moves carts loaded with library materials

**Department:** Technical Services/GRRL      **Pay Grade:** 24  
**Reports To:** Associate Director, Collection Development      **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 05/01/2001  
**Date of Last Revision:** 11/19/2013, 07/18/2017, 01/16/2024, [05/21/2024](#)

**ACKNOWLEDGEMENT**

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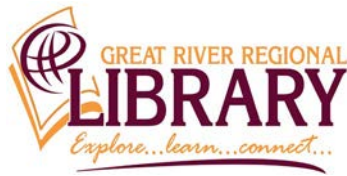
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Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## TECHNICAL SERVICES COORDINATOR

### JOB SUMMARY

The Technical Services Coordinator oversees the efficient and effective operation of the Technical Services Department. Areas of responsibility include providing staff work direction, coordinating resource sharing through interlibrary loan, and the cataloging and classification of all materials in the library collection to provide easy, accurate and comprehensive access to materials.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Participates in region-wide goals and activities that support the organization's strategic plan.
2. Schedules, trains, evaluates and coaches library staff and volunteers.
4. Performs routine and specialized cataloging and classification of library materials.
5. Participates in and provides expertise for special cataloging projects and enhancements.
6. Maintains authority records in accordance with library standards to maintain the integrity of GRRL's catalog.
7. Develops and updates written departmental procedures to optimize work in the department.
8. Assists with hiring new staff.
9. Compiles and tracks statistics regarding technical services activities to assist in analysis and evaluation.
10. Works collaboratively across library departments to support library initiatives and streamlines workflows accordingly.
11. Serves as part of the Building Team and occasionally may be called to the library when closed to resolve security or alarm events.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member

- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's Degree in Library Science or related field or equivalent
- Two years of library experience including one year of supervisory experience. Public library experience preferred.

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated efficiency with library cataloging and classification

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains department expenditures within budgeted amounts.

**Supervisory Responsibility:** Directs the work of staff and volunteers.

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Contact with staff throughout region for informational purposes. May participate in regional teams and work groups.

**Scope of Relationships (external):** Occasional contact with cataloging utility service providers and catalog enhancement product vendors. May represent GRRL on statewide committees.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Occasionally moves books and materials up to 19 pounds; infrequently up to 50 pounds
- Occasionally moves carts loaded with library materials

**Department:** Technical Services/GRRL **Pay Grade:** 24  
**Reports To:** Associate Director, Collection Development **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 05/01/2001  
**Date of Last Revision:** 11/19/2013, 07/18/2017, 01/16/2024, 05/21/2024

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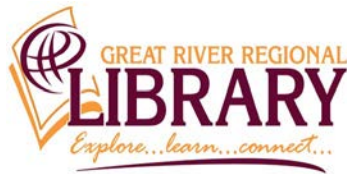
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Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## TECHNICAL SERVICES LIBRARIAN

### JOB SUMMARY

The Technical Services Librarian performs cataloging and classification of library materials to provide easy, accurate and comprehensive access to materials in the collection.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs routine and specialized cataloging and classification of assigned formats of library materials.
2. Maintains authority records in accordance with library standards to maintain the integrity of GRRL's catalog.
3. [Schedules, trains, evaluates and coaches library staff](#) ~~Coordinates schedules and directs the work of Technical Services Clerks; trains and coaches Technical Services Clerks to provide a high level of library services.~~
4. [Assists with hiring new staff.](#) ~~Participates on interview panels for job openings in Technical Services and provides input into the recommendation for hire.~~
5. Provides recommendations regarding the development of policies and procedures related to Technical Services.
6. Participates in the ordering process of new materials by downloading or creating brief records for new items on order.
7. ~~Helps keep library materials and catalog up to date~~ ~~Assists with withdrawing materials by removing from the catalog.~~
8. ~~Assists in maintaining the integrated library catalog by entering and updating data.~~
9. ~~7.~~ Assists Collection Development by selecting materials for assigned areas. Evaluates gift materials for addition to the GRRL collection.
10. ~~8.~~ Represents the library through participation in meeting, teams and work groups, and research or other scholarly activities.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic

- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

#### **Education and Experience:**

- Master's in Library Science or related field or equivalent
- One year of library cataloging/classification work experience
- Previous supervisory experience preferred

#### **Required Knowledge, Skills and Abilities:**

##### **Diversity, Equity and Inclusion**

- [Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture](#)
- [Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups](#)

##### **Technical Knowledge**

- [Demonstrated proficiency with computer software programs including Microsoft Office](#)
- [Demonstrated efficiency with library cataloging and classification](#)

##### **Communication, Interpersonal, and Customer Service**

- [Exceptional written and oral communication skills](#)
- [Ability to develop a variety of community contacts, collaborations and partnerships](#)

##### **Leadership and Management**

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

##### **Program and Project Development**

- [Ability to visualize, plan and deliver creative and meaningful library programs and services](#)

##### **Other Abilities**

- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

#### **Required Knowledge, Skills and Abilities:**

- ~~Knowledge of library cataloging and classification, including RDA, DDC, MARC21, and LCSH~~
- ~~Intermediate computer skills including Microsoft Office and library systems~~
- ~~Ability to exercise initiative and independent judgment~~
- ~~Strong attention to detail~~
- ~~Ability to work independently~~
- ~~Ability to communicate effectively verbally and in writing~~



**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervisory Responsibility:** Directs the work of Technical Services Clerks and volunteers

**Supervision Received:** General [Direction](#)

**Scope of Relationships (internal):** Contact with staff for informational purposes.

**Scope of Relationships (external):** None

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment with occasional work on the loading dock
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves books and materials up to 19 pounds
- Occasionally moves carts loaded with library materials
- Occasionally moves around the library building

**Department:** Technical Services/GRRL

**Pay Grade:** 23

**Reports To:** Technical Services Coordinator

**FLSA Status:** Exempt

**Union:** General Unit

**Date Approved:** 05/01/2001

**Date of Last Revision:** 11/19/2013, 10/12/2015, 07/18/2017, 01/16/2024, [05/21/2024](#)

**ACKNOWLEDGEMENT**

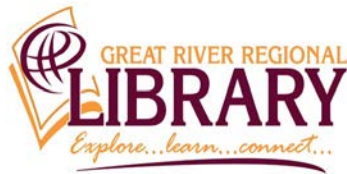
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Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_



## TECHNICAL SERVICES LIBRARIAN

### JOB SUMMARY

The Technical Services Librarian performs cataloging and classification of library materials to provide easy, accurate and comprehensive access to materials in the collection.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs routine and specialized cataloging and classification of assigned formats of library materials.
2. Maintains authority records in accordance with library standards to maintain the integrity of GRRL's catalog.
3. Schedules, trains, evaluates and coaches library staff.
4. Assists with hiring new staff.
5. Provides recommendations regarding the development of policies and procedures related to Technical Services.
6. Participates in the ordering process of new materials by downloading or creating brief records for new items on order.
7. Helps keep library materials and catalog up to date. Assists Collection Development by selecting materials for assigned areas. Evaluates gift materials for addition to the GRRL collection.
8. Represents the library through participation in meeting, teams and work groups, and research or other scholarly activities.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace

- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's in Library Science or related field or equivalent
- One year of library cataloging/classification work experience
- Previous supervisory experience preferred

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated efficiency with library cataloging and classification

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervisory Responsibility:** Directs the work of Technical Services Clerks and volunteers

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Contact with staff for informational purposes.

**Scope of Relationships (external):** None

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment with occasional work on the loading dock
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves books and materials up to 19 pounds
- Occasionally moves carts loaded with library materials
- Occasionally moves around the library building

**Department:** Technical Services/GRRL **Pay Grade:** 23  
**Reports To:** Technical Services Coordinator **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 05/01/2001  
**Date of Last Revision:** 11/19/2013, 10/12/2015, 07/18/2017, 01/16/2024, 05/21/2024

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Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## PURCHASING SPECIALIST

~~Department: Collection Development/GRRL~~      ~~Pay Grade: 16~~  
~~Reports To: Associate Director, Collection Development~~      ~~FLSA Status: Non-Exempt~~  
~~Union: General Unit~~

~~Date Approved: 05/01/2001~~

~~Date of Last Revision: 11/19/2013, 01/20/2015, 11/15/2016~~

### JOB SUMMARY

~~Under general supervision, the~~ The Purchasing Specialist orders materials, handles the receiving process and maintains records on the status of orders and the budget.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Prepares, prioritizes and submits orders for library materials ~~selected by GRRL Collection Development Librarians to ensure that the correct materials are ordered from the appropriate vendor in a timely and efficient manner.~~
2. Maintains a record of on order and received library materials ~~On-Order and Periodicals databases of ordered materials.~~
3. Tracks the materials budget ~~to provide an accurate up to date accounting.~~
4. Submits claims when damaged items or the incorrect items are received.
5. Orders replacement media parts ~~as needed.~~
6. Provides discussion questions for Book Club Kits.
7. Maintains records and prepares bills for gift funds expended ~~to provide an accurate accounting.~~
8. Prepares Periodicals report ~~for Accounting Department to use in the annual Audit.~~
- 8.9. Helps keep library materials and catalog up to date.

### MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

**Education and Experience:**

- Completion of high school or equivalent
- One year of related experience such as purchasing, accounting or retail experience

**Required Knowledge, Skills and Abilities:**

- Advanced computer skills
- Proficiency with Microsoft Office including Excel and Access
- Excellent communication skills – both orally and in writing
- Intermediate math skills
- Strong attention to detail

**Budget Responsibility:** Tracks expenditures to collection development budget.

**Supervisory Responsibility:** None

**Supervision Received:** [General Direction](#)

**Scope of Relationships (internal):** Contact with staff throughout region to provide information.

**Scope of Relationships (external):** Contact with vendors to get information and purchase materials.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment with occasional work on the loading dock](#)
- [Frequently operates office and library equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Frequently moves books and materials up to 50 pounds](#)
- [Occasionally moves carts loaded with library materials](#)
- [Occasionally moves around the library building](#)

<b><u>Department:</u></b>	<b><u>Collection Development/GRRL</u></b>	<b><u>Pay Grade:</u></b>	<b><u>16</u></b>
<b><u>Reports To:</u></b>	<b><u>Associate Director, Collection Development</u></b>	<b><u>FLSA Status:</u></b>	<b><u>Non-Exempt</u></b>
<b><u>Union:</u></b>	<b><u>General Unit</u></b>		

**Date Approved:** **05/01/2001**

**Date of Last Revision:** **11/19/2013, 01/20/2015, 11/15/2016, 05/21/2024**



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Employee \_\_\_\_\_

Date \_\_\_\_\_

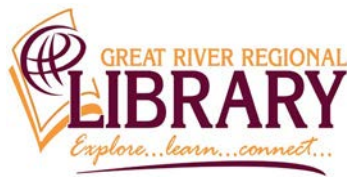
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands			X			Keyboarding
Looking at computer screen			X			
Reaching in any direction			X			
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs		X			
Carry	1-10 lbs		X			
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	—
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	—
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## PURCHASING SPECIALIST

### JOB SUMMARY

The Purchasing Specialist orders materials, handles the receiving process and maintains records on the status of orders and the budget.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Prepares, prioritizes and submits orders for library materials.
2. Maintains a record of on order and received library materials.
3. Tracks the materials budget.
4. Submits claims when damaged items or the incorrect items are received.
5. Orders replacement media parts.
6. Provides discussion questions for Book Club Kits.
7. Maintains records and prepares bills for gift funds expended.
8. Prepares Periodicals report.
9. Helps keep library materials and catalog up to date.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

### Education and Experience:

- Completion of high school or equivalent
- One year of related experience such as purchasing, accounting or retail experience





[12. Provides direct public services, including backup desk coverage, responding to patron concerns and virtual reference.](#)

[13. Coordinates regional Patron Services initiatives.](#)

[14. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and Freedom to Read policy statements.](#)

- ~~1. Represents and promotes GRRL to community organizations; attends local library board meetings. Supports Library Services Coordinators in developing effective relationships with community partners.~~
- ~~2. Supports the strategic plan by chairing and serving on teams and work groups. Manages projects and implements plans for approved service initiatives.~~
- ~~3. Serves on the Leadership Support Team to develop, plan, and implement the GRRL Strategic Plan and regional cross-department initiatives. Assumes Acting Executive Director role, as designated.~~
- ~~4. Promotes communication and transparency with the GRRL Board of Trustees by preparing materials for GRRL Board meetings. May attend meetings and present information related to Patron Services.~~
- ~~5. Monitors expenditures for assigned libraries for programming/substitute budgets.~~
- ~~6. Coordinates and participates on interview panels to interview applicants for job openings at assigned libraries and makes recommendation for hire.~~
- ~~7. Maintains a high level of library services by training and coaching staff, evaluating job performance, and initiating personnel actions in conjunction with Human Resources. Oversees staffing schedules and makes recommendations regarding staffing allocations.~~
- ~~8. Develops and interprets policies as part of the regional Patron Services department to improve workflow and patron experience.~~
- ~~9. Travels to libraries throughout the region on a regular basis and responds to workplace situations that occur. May provide coverage at public services desks on an occasional basis.~~
- ~~10. Gathers and analyzes data and develops reports for informational purposes and to aid in decision making.~~
- ~~11. Coordinates with the appropriate department, Library Services Coordinator and city officials to resolve issues pertaining to buildings, equipment and material. Assists in developing facility recommendations.~~
- ~~12. Provides professional library services through Ask-MN.~~
- ~~13. Coordinates the functions and activities of patron services with other GRRL Associate Directors, supervisors, coordinators and staff to help the library system run smoothly.~~
- ~~14. In conjunction with other Leadership Team members, organizes and coordinates biennial regional staff meetings.~~
- ~~15. Provides and coordinates regional training for new employees on patron services functions.~~
- ~~16. Coordinates implementation of strategic plan regional Patron Services initiatives.~~
- ~~17. Collaborates with Patron Services staff to prepare assigned Patron Services department budget items for approval.~~
- ~~18. Affirms the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.~~

#### **MINIMUM QUALIFICATIONS**

[Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.](#)

[A successful candidate will have:](#)

- [• Positive attitude and strong work ethic](#)
- [• Enjoy working with people from diverse backgrounds](#)

- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

#### **Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- Two years library experience including one year of supervisory experience

#### **Required Knowledge, Skills and Abilities:**

##### **Diversity, Equity and Inclusion**

- [Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture](#)
- [Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups](#)

##### **Technical Knowledge**

- [Demonstrated proficiency with computer software programs including Microsoft Office](#)
- [Demonstrated proficiency with technology devices](#)
- [Knowledge of research and information gathering techniques](#)

##### **Communication, Interpersonal, and Customer Service**

- [Exceptional written and oral communication skills](#)
- [Ability to develop a variety of community contacts, collaborations and partnerships](#)
- [Ability to respond to emergencies and situations that may be stressful or difficult](#)

##### **Leadership and Management**

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

##### **Program and Project Development**

- [Ability to visualize, plan and deliver creative and meaningful library programs and services](#)

##### **Other Abilities**

- [Ability to travel to other locations](#)
- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

##### **Required Knowledge, Skills and Abilities:**

- ~~Knowledge of principles and practices of library science~~
- ~~Proficiency in using computers and related software including library systems~~
- ~~Ability to exercise good judgment in evaluating situations and making decisions~~
- ~~Strong interpersonal and communication skills, verbal and written~~
- ~~Excellent organizational and leadership skills with the ability to think strategically and manage multiple priorities~~

- ~~Valid driver’s license and satisfactory driving record~~
- ~~Ability to maintain confidential information~~
- ~~Ability to work outside of regular work hours to attend meetings and events~~

**Scope of Work:** Complex

**Budget Responsibility:** Oversees ~~local~~ implementation by Library Service Coordinators of ~~program/substitute~~ local budgets. Assists with preparation of assigned Patron Services department budget items.

**Supervisory Responsibility:** Supervises assigned Coordinators and support staff.

Supervision Received: General Direction

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures and to resolve issues, lead work groups and teams, member of Leadership Support Team.

**Scope of Relationships (external):** Regular contact with patrons and community partners. Participates in city council meetings, Friends meetings, library board meetings, makes presentations to schools and other external groups.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Frequently drives fleet vehicle

Department: Patron Services/GRRL  
Reports To: Executive Director  
Union: Non-Union

Pay Grade: 25  
FLSA Status: Exempt

Date Approved: 04/19/2016  
Date of Last Revision: 04/19/2016, 07/18/2017, 05/21/2024

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.



Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

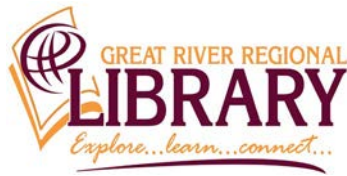
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment. However, this position requires extensive driving.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## LEAD PATRON SERVICES SUPERVISOR

### JOB SUMMARY

The Lead Patron Services Supervisor provides leadership in developing and supervising region-wide services and programs that respond to community needs. The Lead Patron Services Supervisor serves as liaison with GRRL administration and other GRRL departments.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Coordinates Patron Services activities with other GRRL departments.
2. Represents and promotes GRRL to community organizations. Supports Library Services Coordinators in their work with community partners.
3. Manages projects and implements plans to meet diverse patron interests.
4. Serves on the Leadership Support Team.
5. Prepares materials for GRRL Board meetings and presents information related to assigned libraries.
6. Participates on interview panels and make recommendations for hire to the Executive Director.
7. Trains, evaluates and coaches library staff, evaluates job performance, and initiates personnel actions in conjunction with Human Resources.
8. Oversees schedules and makes recommendations regarding staffing.
9. Interprets library policies and procedures and recommends changes to improve workflow and patron experience.
10. Travels to libraries throughout the region and responds to workplace situations.
11. Coordinates with GRRL departments and city officials to maintain safe and welcoming library facilities.
12. Provides direct public services, including backup desk coverage, responding to patron concerns and virtual reference.
13. Coordinates regional Patron Services initiatives.
14. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- Two years library experience including one year of supervisory experience

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Scope of Work:** Complex

**Budget Responsibility:** Oversees implementation by Library Service Coordinators of local budgets. Assists with preparation of assigned Patron Services department budget items.

**Supervisory Responsibility:** Supervises assigned Coordinators and support staff.

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures and to resolve issues, lead work groups and teams, member of Leadership Support Team.

**Scope of Relationships (external):** Regular contact with patrons and community partners. Participates in city council meetings, Friends meetings, library board meetings, makes presentations to schools and other external groups.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Frequently drives fleet vehicle

**Department:** Patron Services/GRRL

**Pay Grade:** 25

**Reports To:** Executive Director

**FLSA Status:** Exempt

**Union:** Non-Union

**Date Approved:** 04/19/2016

**Date of Last Revision:** 04/19/2016, 07/18/2017, 05/21/2024

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## PATRON SERVICES SUPERVISOR

**Department:** ~~Patron Services/GRRL~~ **Pay Grade:** **25**  
**Reports To:** ~~Executive Director~~ **FLSA Status:** **Exempt**  
**Union:** ~~Non-Union~~

**Date Approved:** ~~02/12/2002~~  
**Date of Last Revision:** ~~04/19/2016, 07/18/2017~~

### JOB SUMMARY

~~Under general direction, the~~ The Patron Services Supervisor provides leadership in developing and supervising region-wide services and programs that respond to community needs ~~and support the library's mission, vision and strategic plan.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Represents and promotes GRRL to community organizations; ~~attends local library board meetings.~~ Supports Library Services Coordinators in ~~developing effective relationships~~ their work with community partners.
2. ~~Supports the strategic plan by chairing and serving on teams and work groups.~~ Manages projects and implements plans to meet diverse patron interests ~~for approved service initiatives.~~
3. Serves on the Leadership Support Team ~~to develop, plan, and implement the GRRL Strategic Plan and regional cross-department initiatives.~~ Assumes Acting Executive Director role, as designated.
4. ~~Promotes communication and transparency with the GRRL Board of Trustees by preparing~~ Prepares materials for GRRL Board meetings. ~~May attend meetings~~ and presents information related to Patron Services ~~to assigned libraries.~~
5. ~~Monitors expenditures for assigned libraries for programming/substitute budgets.~~
6. ~~Coordinates and participates~~ Participates on interview panels ~~to interview applicants for job openings at assigned libraries~~ and makes recommendations for hire to the Executive Director.
6. ~~Maintains a high level of library services by training and coaching~~ Trains and coaches staff, ~~evaluating~~ evaluates job performance, and ~~initiating~~ initiates personnel actions in conjunction with Human Resources.
7. Oversees ~~staffing~~ schedules and makes recommendations regarding staffing ~~allocations.~~

8. [Interprets library policies and procedures and recommends changes to improve workflow and patron experience.](#) ~~Develops and interprets policies as part of the regional Patron Services department to improve workflow and patron experience.~~
9. Travels to libraries throughout the region ~~on a regular basis~~ and responds to workplace situations ~~that occur. May provide coverage at public services desks on an occasional basis.~~
- ~~10. Gathers and analyzes data and develops reports for informational purposes and to aid in decision making.~~
10. Coordinates [with GRRL departments and city officials to maintain safe and welcoming library facilities.](#)
- ~~11. with the appropriate department, Library Services Coordinator and city officials to resolve issues pertaining to buildings, equipment and material. Assists in developing facility recommendations.~~
- ~~12.11.~~ Provides [direct public services, including backup desk coverage, responding to patron concerns and virtual reference.](#) ~~professional library services through Ask MN.~~
- ~~13.12.~~ Affirms the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

### **Education and Experience**

- Master's degree in Library Science or related field, or equivalent
- Two years library experience including one year of supervisory experience

### **Required Knowledge, Skills and Abilities:**

#### **Diversity, Equity and Inclusion**

- [Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture](#)
- [Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups](#)

#### **Technical Knowledge**

- [Demonstrated proficiency with computer software programs including Microsoft Office](#)
- [Demonstrated proficiency with technology devices](#)
- [Knowledge of research and information gathering techniques](#)

#### **Communication, Interpersonal, and Customer Service**

- [Exceptional written and oral communication skills](#)
- [Ability to develop a variety of community contacts, collaborations and partnerships](#)



- [Ability to respond to emergencies and situations that may be stressful or difficult](#)

#### **[Leadership and Management](#)**

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

#### **[Other Abilities](#)**

- [Possession of a valid driver's license and satisfactory driving record](#)
- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

#### **[Required Knowledge, Skills and Abilities](#)**

- ~~Knowledge of principles and practices of library science~~
- ~~Proficiency in using computers and related software including library systems~~
- ~~Ability to exercise good judgment in evaluating situations and making decisions~~
- ~~Strong interpersonal and communication skills, verbal and written~~
- ~~Excellent organizational and leadership skills with the ability to think strategically and manage multiple priorities~~
- ~~Valid driver's license and satisfactory driving record~~
- ~~Ability to maintain confidential information~~
- ~~Ability to work outside of regular work hours to attend meetings and events~~

**Scope of Work:** Complex

**Budget Responsibility:** Oversees ~~local~~ implementation by Library Service Coordinators of ~~program/substitute~~ [local](#) budgets.

**Supervisory Responsibility:** Supervises assigned Coordinators and support staff.

**[Supervision Received: General Direction](#)**

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures and to resolve issues, leads work groups and teams, member of Leadership Support Team.

**Scope of Relationships (external):** Regular contact with patrons and community partners. Participates in city council meetings, Friends meetings, library board meetings, makes presentations to schools and other external groups.

#### **[PHYSICAL DEMANDS/WORK ENVIRONMENT](#)**

- [Work is typically done in an office environment](#)
- [Frequently operates office and library equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally moves around the library building](#)
- [Frequently drives fleet vehicle](#)

Department: Patron Services/GRRL  
Reports To: Executive Director  
Union: Non-Union

Pay Grade: 25  
FLSA Status: Exempt

Date Approved: 02/12/2002  
Date of Last Revision: 04/19/2016, 07/18/2017, 03/19/2024

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name: \_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

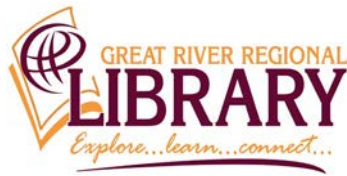
The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment. However, this position requires extensive driving.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment





## PATRON SERVICES SUPERVISOR

### JOB SUMMARY

The Patron Services Supervisor provides leadership in developing and supervising region-wide services and programs that respond to community needs

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Represents and promotes GRRL to community organizations. Supports Library Services Coordinators in their work with community partners.
2. Manages projects and implements plans to meet diverse patron interests.
3. Serves on the Leadership Support Team.
4. Prepares materials for GRRL Board meetings and presents information related to assigned libraries.
5. Participates on interview panels and makes recommendations for hire to the Executive Director.
6. Trains and coaches staff, evaluates job performance, and initiates personnel actions in conjunction with Human Resources.
7. Oversees schedules and makes recommendations regarding staffing.
8. Interprets library policies and procedures and recommends changes to improve workflow and patron experience.
9. Travels to libraries throughout the region and responds to workplace situations.
10. Coordinates with GRRL departments and city officials to maintain safe and welcoming library facilities.
11. Provides direct public services, including backup desk coverage, responding to patron concerns and virtual reference.
12. Affirms the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills

- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

#### **Education and Experience**

- Master's degree in Library Science or related field, or equivalent
- Two years library experience including one year of supervisory experience

#### **Required Knowledge, Skills and Abilities:**

##### **Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

##### **Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

##### **Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

##### **Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

##### **Other Abilities**

- Possession of a valid driver's license and satisfactory driving record
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Scope of Work:** Complex

**Budget Responsibility:** Oversees implementation by Library Service Coordinators of local budgets.

**Supervisory Responsibility:** Supervises assigned Coordinators and support staff.

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures and to resolve issues, leads work groups and teams, member of Leadership Support Team.









## PATRON SERVICES COORDINATOR

**Department:** ~~Patron Services/SCPL~~ **Pay Grade:** ~~24~~  
**Reports To:** ~~Patron Services Supervisor~~ **FLSA Status:** ~~Exempt~~  
**Union:** ~~General Unit~~

**Date Approved:** ~~05/10/2011~~  
**Date of Last Revision:** ~~11/19/2013, 07/18/2017~~

~~Under general direction, the~~ The Patron Services Coordinator oversees the efficient and effective operation of Patron Services at the St. Cloud Public Library. ~~Areas of responsibility include staff work direction, collection management, programming, outreach and patron services.~~ Provides regional direction for adult, teen and children services.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

- ~~1. Participates in region wide goals and activities that support the organization's strategic plan.~~
- ~~2. Coordinates schedules and directs the work of staff, volunteers and interns to provide quality patron service.~~
- ~~3. Maintains a high level of library services by training and coaching staff and volunteers and evaluating job performance.~~
1. Schedules, trains, evaluates and coaches library staff.
- ~~4.2. Provides customer service to patrons assistance to patrons in person and over the phone, via email and/or online chat, including giving guidance on library policies and procedures, the collection, technology and services, and providing reference and readers' advisory services.~~
- ~~5.3. Manages the library's collection of materials to ensure that it is shelved correctly, up to date and responsive to patron interest.~~
- ~~6.4. Assists Collection Development by selecting and materials for assigned areas and maintaining and enhancing the professional collection for regional use. Evaluates evaluating gift materials for addition to the GRRL collection.~~
- ~~7.5. Manages local budget and cash payments to provide an accurate accounting of funds received and spent.~~
- ~~8.6. Assist with hiring new staff. Participates on interview panels to interview applicants for department job openings and provides input into the recommendation for hire.~~
- ~~9. Prepares required reports in a timely manner to ensure accurate tracking of library activities.~~

- ~~10.7.~~ Plans and implements library programs [that reach diverse patron interests](#) and activities in coordination with Library Associates. Develops new and innovative programs designed to create interest and utilization of GRRL libraries, including development and coordination of the Summer Reading Program for the region.
- ~~11.8.~~ Builds ~~strong~~ relationships ~~by working and communicating with~~ [community partners of the library including](#) local library boards, city and elected officials, Friends groups, civic organizations and other ~~s~~ ~~community partners and staff members.~~
- ~~12.9.~~ Markets the library through outreach activities such as school and community visits; develops ~~partnerships to enhance library system awareness and promote services~~ [Promotes the library with community groups.](#)
- ~~13.10.~~ [Ensures the library is safe and welcoming](#) ~~Maintains security of public areas and acts as Supervisor on Duty. Deals with patrons who disrupt normal use or operation of the library by enforcing library policies, responding to alarms and contacting authorities.~~ Occasionally may be called to the library when closed to resolve security or alarm events.
- ~~14.~~ Responds to patron concerns, complaints and problems as they occur.
- ~~15.~~ Communicates with local law enforcement to resolve rules of behavior issues related to library patrons when necessary.
- ~~16.~~ Reviews and revises policies and procedures to ensure the department is efficient and effective and that procedures are followed.
- ~~17.~~ Participates on teams or work groups as assigned.
- ~~18.11.~~ Coordinates custodial and maintenance ~~activities~~ [activities and for the building.](#) ~~C~~ communicates with vendors or service providers to resolve ~~building/equipment~~ issues.
- ~~19.12.~~ Maintains [the confidentiality of information](#) ~~patron and employee records according to library policies and procedures and adheres to the privacy guidelines established.~~
- ~~20.13.~~ ~~Affirms the~~ [Enforces library policies and procedures including Data Privacy, the](#) American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

## MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

[A successful candidate will have:](#)

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

### **Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- Two years of library experience including background in patron services and one year of supervisory experience. Public library experience preferred.

**Required Knowledge, Skills and Abilities:****Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Required Knowledge, Skills and Abilities:**

- ~~Knowledge of principles and practices of library science~~
- ~~Proficient computer skills including Microsoft Office and library systems~~
- ~~Ability to effectively manage time and meet deadlines~~
- ~~Ability to manage multiple priorities with frequent interruptions~~
- ~~Ability to develop, train and direct staff~~
- ~~Ability to work without close supervision~~
- ~~Effective communication and presentation skills, verbally and in writing~~
- ~~Demonstrated proficiency with technology devices~~
- ~~Knowledge of research and information gathering techniques~~
- ~~Ability to react quickly and take leadership role in emergency and difficult situations~~
- ~~Possession of a valid driver's license and satisfactory driving record~~
- ~~Ability to work flexible shifts including evenings and weekends~~

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains branch expenditures within budgeted amounts. Coordinates requests and usage of designated funds.

**Supervisory Responsibility:** Directs the work of Library Associates, Patron Service Librarians, volunteers and Custodians.

Supervision Received: General Direction

**Scope of Relationships (internal):** Contact with staff throughout region for informational purposes and to serve as a resource. Leads work groups and teams. ~~for informational purposes and to serve as a resource. Participates in regional teams and work groups.~~

**Scope of Relationships (external):** Regular contact with patrons, community partners and volunteers, including law enforcement and service providers; participates in city council meetings, Friends meetings, St. Cloud Library Board meetings; makes presentations to schools and other external groups.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Occasionally positions self to shelf materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 20 pounds
- Occasionally moves carts loaded with library materials
- Frequently communicates with patrons and staff and must be able to exchange accurate information in person, over the telephone and in writing
- May be required to work alone in the library
- Occasionally drives fleet vehicles

Department: Patron Services/SCPL  
Reports To: Patron Services Supervisor  
Union: General Unit

Pay Grade: 24  
FLSA Status: Exempt

Date Approved: 05/10/2011

Date of Last Revision: 11/19/2013, 07/18/2017, 05/21/2024

**ACKNOWLEDGEMENT**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an equal opportunity employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

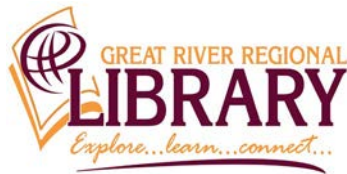
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder			X			Decorating
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			Library materials
	11-19 lbs		X			Library materials and kits
	20-49 lbs		X			Library materials and kits
	50+ lbs	X				
Carry	1-10 lbs		X			Library materials
	11-19 lbs		X			Library materials and kits
	20-49 lbs		X			Library materials and kits
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## PATRON SERVICES COORDINATOR

### JOB SUMMARY

The Patron Services Coordinator oversees the efficient and effective operation of Patron Services at the St. Cloud Public Library. Provides regional direction for adult, teen and children services.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Schedules, trains, evaluates and coaches library staff.
2. Provides customer service to patrons.
3. Manages the library's collection of materials.
4. Assists Collection Development by selecting and evaluating materials for the GRRL collection.
5. Manages local budget and cash payments.
6. Assists with hiring new staff.
7. Plans and implements library programs that reach diverse patron interests.
8. Builds relationships with community partners of the library including local library boards, city and elected officials, Friends groups, civic organizations and others.
9. Promotes the library with community groups.
10. Ensures the library is safe and welcoming. Occasionally may be called to the library when closed to resolve security or alarm events.
11. Coordinates custodial and maintenance activities and communicates with vendors or service providers to resolve issues.
12. Maintains the confidentiality of information.
13. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member

- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- Two years of library experience including background in patron services and one year of supervisory experience. Public library experience preferred.

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex

**Budget Responsibility:** Maintains branch expenditures within budgeted amounts. Coordinates requests and usage of designated funds.

**Supervisory Responsibility:** Directs the work of Library Associates, Patron Service Librarians, volunteers and Custodians.









## PATRON SERVICES LIBRARIAN

~~Department: Patron Services/SCPL Pay Grade: 23~~  
~~Reports To: Patron Services Coordinator FLSA Status: Exempt~~  
~~Union: General Unit~~

~~Date Approved: 05/10/2011~~  
~~Date of Last Revision: 04/19/2016, 07/18/2017~~

~~Under general supervision, the~~ The Patron Services Librarian provides reference and professional library services to patrons and staff, and plans and implements a variety of programs for the region.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Provides customer service to patrons. ~~Provides assistance to patrons in person and over the phone, via email and/or online chat, including giving guidance on library policies and procedures, the collection, technology and services, and providing reference and readers' advisory services.~~
2. Serves as a resource for staff throughout the region regarding reference and library questions.
3. Schedules, trains and coaches Summer Aides. ~~Coordinates schedules and directs the work of Summer Aides; trains and coaches Summer Aides to provide a high level of library services.~~
4. Participates actively in website maintenance to ensure a range of content to meet user needs.
5. Assists with hiring new staff. ~~Participates on interview panels to interview applicants for Summer Library Aide positions and provides input into the recommendation for hire.~~
6. Develops and conducts new and innovative programs to meet diverse patron interests ~~designed to create interest and utilization of libraries throughout the region and meet user needs.~~
7. Builds relationships and promotes the library with community partners. ~~Establishes and maintains partnerships with organizations to enhance outreach and programming throughout the region.~~
8. Markets library services by making presentations and conducting instructional programs throughout the region.
9. ~~Promotes library programs including updating the calendars for the Event Guides.~~
10. ~~Participates in regional teams and work groups as assigned.~~
9. Ensures the library is safe and welcoming by managing the public areas.

- ~~10. Maintains security of the public areas. May act as Supervisor on Duty. Deals with patrons who disrupt normal use or operation of the library by enforcing library policies, responding to alarms and contacting authorities in case of an emergency~~
- ~~11.~~
- ~~12-11. Creates displays and materials that generate interest and increase borrowing of the collection.~~
- ~~12. Keeps library materials available and refreshed for patron use. Assists with managing the library's collection to ensure that it is shelved correctly, up to date and responsive to patron interest.~~
- ~~13. Maintains the confidentiality of information.~~
- ~~14. Affirms the~~ Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

## MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

### **Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- One year of library experience

### **Required Knowledge, Skills and Abilities:**

#### Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

#### Technical Knowledge

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

#### Communication, Interpersonal, and Customer Service

- Exceptional written and oral communication skills

- [Ability to develop a variety of community contacts, collaborations and partnerships](#)
- [Ability to respond to emergencies and situations that may be stressful or difficult](#)

#### **Leadership and Management**

- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

#### **Program and Project Development**

- [Ability to visualize, plan and deliver creative and meaningful library programs and services](#)

#### **Other Abilities**

- [Ability to travel to other locations](#)
- [Working environment may include frequent interruptions](#)
- [Interest in lifelong learning to stay abreast of new library services and trends](#)

#### **Required Knowledge, Skills and Abilities:**

- ~~Knowledge of principles and practices of library science~~
- ~~Demonstrated proficiency with computers and related software including library systems~~
- ~~Ability to effectively manage time and meet deadlines~~
- ~~Ability to work without close supervision~~
- ~~Strong presentation and training skills~~
- ~~Ability to be creative in designing programs/displays that reach diverse patron interests~~
- ~~Effective communication, verbally and in writing~~
- ~~Demonstrated proficiency with technology devices~~
- ~~Knowledge of research and information gathering techniques~~
- ~~Possession of a valid driver's license and satisfactory driving record~~
- ~~Ability to respond to emergencies and situations that may be stressful or difficult~~

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervisory Responsibility:** Directs the work of Summer Library Aides and volunteers.

**Supervision Received: General Direction**

**Scope of Relationships (internal):** Contact with staff throughout region for informational purposes and to serve as a resource.

**Scope of Relationships (external):** Regular contact with patrons, community partners and volunteers; makes presentations to schools and other external groups. Occasional contact with law enforcement.

#### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment with occasional work on the loading dock](#)
- [Frequently operates office and library equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally moves books and materials up to 19 pounds](#)

- [Occasionally moves carts loaded with library materials](#)
- [Occasionally moves around the library building](#)
- [Occasionally drives fleet vehicles](#)

**Department:** Patron Services/SCPL  
**Reports To:** Patron Services Coordinator  
**Union:** General Unit

**Pay Grade:** 23  
**FLSA Status:** Exempt

**Date Approved:** 05/10/2011

**Date of Last Revision:** 04/19/2016, 07/18/2017, 05/21/2024

**ACKNOWLEDGEMENT**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an equal opportunity employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

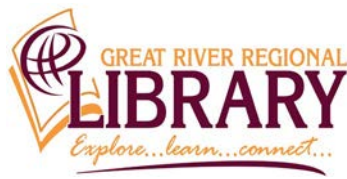
N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands				X		Keyboarding
Looking at computer screen				X		
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder			X			Decorating
Sit				X		
Stand				X		
Walk				X		
Lift	1-10 lbs		X			Library materials
	11-19 lbs		X			Library materials
	20-49 lbs		X			Laptop Lab
	50+ lbs	X				
Carry	1-10 lbs		X			Library materials
	11-19 lbs		X			Library materials
	20-49 lbs		X			Laptop Lab
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment







## PATRON SERVICES LIBRARIAN

### JOB SUMMARY

The Patron Services Librarian provides reference and professional library services to patrons and staff, and plans and implements a variety of programs for the region.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Provides customer service to patrons.
2. Serves as a resource for staff throughout the region regarding reference and library questions.
3. Schedules, trains and coaches Summer Aides.
4. Participates actively in website maintenance to ensure a range of content to meet user needs.
5. Assists with hiring new staff.
6. Develops and conducts new and innovative programs to meet diverse patron interests.
7. Builds relationships and promotes the library with community partners.
8. Ensures the library is safe and welcoming by managing the public areas.
9. Keeps library materials available and refreshed for patron use.
10. Maintains the confidentiality of information.
11. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- One year of library experience

**Required Knowledge, Skills and Abilities:****Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to travel to other locations
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends

**Complexity of Work:** Complex**Budget Responsibility:** None**Supervisory Responsibility:** Directs the work of Summer Library Aides and volunteers.**Supervision Received:** General Direction**Scope of Relationships (internal):** Contact with staff throughout region for informational purposes and to serve as a resource.**Scope of Relationships (external):** Regular contact with patrons, community partners and volunteers; makes presentations to schools and other external groups. Occasional contact with law enforcement.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment with occasional work on the loading dock
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves books and materials up to 19 pounds
- Occasionally moves carts loaded with library materials
- Occasionally moves around the library building
- Occasionally drives fleet vehicles

**Department:** Patron Services/SCPL **Pay Grade:** 23  
**Reports To:** Patron Services Coordinator **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 05/10/2011  
**Date of Last Revision:** 04/19/2016, 07/18/2017, 05/21/2024

**ACKNOWLEDGEMENT**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an equal opportunity employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_





## PATRON SERVICES SPECIALIST

**Department:** Patron Services/GRRL **Pay Grade:** 23  
**Reports To:** Executive Director **FLSA Status:** Exempt  
**Union:** General Unit

**Date Approved:** ~~07/14/2009~~

**Date of Last Revision:** ~~04/19/2016, 07/18/2017~~

### JOB SUMMARY

~~Under general direction, the~~ The Patron Services Specialist coordinates programming and circulation services throughout the region ~~to support the strategic plan and assure compliance. Serves as a resource on policies and procedures related to patron services. Manages patron notice processes including hold notices, billing and collections and revenue recapture.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

- ~~1. Supports the strategic plan by chairing and serving on teams and work groups.~~ Manages projects and implements plans to meet diverse patron interests for approved service initiatives.
- ~~2.~~ Responds to ~~workplace~~ situations ~~that occur at libraries throughout the region~~ in the absence of Patron Services Supervisors.
- ~~2.~~~~3.~~ Maintains library patron database.
- ~~3.~~~~4.~~ Oversees programming services throughout the region ~~to ensure efficient and effective use of resources and compliance with the strategic plan and policy.~~
- ~~4.~~~~5.~~ Interprets library policies and procedures and recommends changes to improve workflow and patron experience.
- ~~5.~~~~6.~~ Establishes and maintains partnerships with organizations ~~to enhance programming throughout the region.~~
- ~~6.~~~~7.~~ Represents GRRL on statewide committees as assigned.
- ~~8.~~ Oversees collection agency services. ~~Coordinates the procedures and policies related to GRRL's contract with a collection agency for payment of fees and fines and return of lost materials to ensure consistency and compliance of all transactions.~~ Serves as the primary patron contact related to any collection agency disputes.

- ~~7.9. Coordinates merchandising efforts with Associate Director, Collection Development.~~
- ~~8.10. Creates web page content that will effectively communicate patron service policies, procedures, and programming both internally and externally.~~
- ~~9.11. Creates and Assists with conducts staff training efforts with Human Resources through participation in Shadow Day, the Summer Reading Resource Fair, regional staff meetings, Organizational Orientation and other training opportunities.~~
- ~~10.12. Prepares required reports, including the Minnesota Public Library Annual Report, in a timely manner to ensure accurate tracking of library activities and compliance with State requirements.~~
- ~~11.13. Provides direct public services, including backup desk coverage, responding to patron concerns and virtual reference. Assists at public service desks throughout the region to assist patrons, in person and over the phone, in finding materials, answering questions, using library resources and equipment, and explaining library policies. Provides virtual assistance to patrons as assigned.~~
- ~~12.14. Oversees GRRL social media with Communications and Development accounts and posts and responds to any comments or questions received via social media.~~
- ~~13.15. Enforces library policies and procedures including Data Privacy, The American Library Association's Library Bill of Rights, and the Freedom to View and Freedom to Read policy statements. Affirms the American Library Association's Library bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.~~

#### MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

#### **Education and Experience:**

- Master's degree in Library Science or related field, or equivalent
- ~~Four~~ One years of library or customer service experience ~~experience including experience in patron services~~

#### **Required Knowledge, Skills and Abilities:**

##### Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

##### Technical Knowledge

- Demonstrated proficiency with computer software programs including Microsoft Office

- [Demonstrated proficiency with technology devices](#)
- [Knowledge of research and information gathering techniques](#)

#### **[Communication, Interpersonal, and Customer Service](#)**

- [Excellent written and oral communication skills](#)
- [Strong organizational skills with attention to detail](#)

#### **[Program and Project Development](#)**

- [Ability to manage multiple priorities and effectively meet deadlines](#)
- [Ability to identify and resolve problems](#)

#### **[Other Abilities](#)**

- [Ability to travel to other locations](#)
- [Ability to work with frequent interruptions](#)

#### **Required Skills and Abilities:**

- ~~Knowledge of principles and practices of library science~~
- ~~Proficiency in using computers and related software including library systems~~
- ~~Excellent research, analysis and writing skills~~
- ~~Ability to exercise good judgment in evaluating situations and making decisions~~
- ~~Skill in public speaking~~
- ~~Strong communication skills, both verbal and written~~
- ~~Strong organizational and planning skills~~
- ~~Valid driver's license and satisfactory driving record~~

**Scope of Work:** Complex

**Budget Responsibility:** Develops Legacy Arts & Cultural Heritage budget and monitors programming budgets.

**Supervisory Responsibility:** None

**Supervision Received:** [General Direction](#)

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures, leads work groups and teams.

**Scope of Relationships (external):** Regular contact with patrons and program presenters. Regular contact with statewide library organizations. Serves as primary contact for collection agency.

#### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Frequently operates office and library equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally moves around the library building](#)
- [Occasionally drives fleet vehicle](#)

**Department:** Patron Services/GRRL  
**Reports To:** Executive Director  
**Union:** General Unit

**Pay Grade:** 23  
**FLSA Status:** Exempt

**Date Approved:** 07/14/2009  
**Date of Last Revision:** 04/19/2016, 07/18/2017, 03/19/2024

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

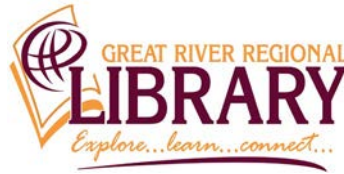
PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				



	50+ lbs	X				
Carry	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment





## PATRON SERVICES SPECIALIST

### JOB SUMMARY

The Patron Services Specialist coordinates programming and circulation services throughout the region.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Manages projects and implements plans to meet diverse patron interests.
2. Responds to situations in the absence of Patron Services Supervisors.
3. Maintains library patron database.
4. Oversees programming services throughout the region.
5. Interprets library policies and procedures and recommends changes to improve workflow and patron experience.
6. Establishes and maintains partnerships with organizations.
7. Represents GRRL on statewide committees as assigned.
8. Oversees collection agency services. Serves as the primary patron contact related to any collection agency disputes.
9. Coordinates merchandising efforts with Associate Director, Collection Development.
10. Creates web page content.
11. Creates and conducts staff training efforts with Human Resources.
12. Prepares required reports, including the Minnesota Public Library Annual Report.
13. Provides direct public services, including backup desk coverage, responding to patron concerns and virtual reference.
14. Oversees GRRL social media with Communications and Development.
15. Enforces library policies and procedures including Data Privacy, The American Library Association's Library Bill of Rights, and the Freedom to View and Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master’s degree in Library Science or related field, or equivalent
- One year of library or customer service experience

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

**Program and Project Development**

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

**Other Abilities**

- Ability to travel to other locations
- Ability to work with frequent interruptions

**Scope of Work:** Complex

**Budget Responsibility:** Develops Legacy Arts & Cultural Heritage budget and monitors programming budgets.

**Supervisory Responsibility:** None

**Supervision Received:** General Direction

**Scope of Relationships (internal):** Regular contact with library staff regarding policies and procedures, leads work groups and teams.

**Scope of Relationships (external):** Regular contact with patrons and program presenters. Regular contact with statewide library organizations. Serves as primary contact for collection agency.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Remains in a stationary position for extended periods of time
- Occasionally moves around the library building
- Occasionally drives fleet vehicle

**Department:** Patron Services/GRRL **Pay Grade:** 23  
**Reports To:** Executive Director **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 07/14/2009  
**Date of Last Revision:** 04/19/2016, 07/18/2017, 03/19/2024

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## CIRCULATION AND DISTRIBUTION COORDINATOR

~~Department: Circulation and Distribution Services/SCPL      Pay Grade: 24~~  
~~Reports To: Patron Services Supervisor                      FLSA Status: Exempt~~  
~~Union: General Unit~~

~~Date Approved: 07/14/2009~~  
~~Date of Last Revision: 11/19/2013, 03/21/2017, 11/17/2020~~

### JOB SUMMARY

~~Under general supervision, the~~ The Circulation and Distribution Coordinator oversees the efficient and effective operation of the Circulation and Distribution Departments at the St. Cloud Public Library. ~~Areas of responsibility include staff work direction, policies and procedures and patron services related to circulation and distribution. Provides direction for the efficient distribution of materials throughout the region.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

- ~~1. Participates in region-wide goals and activities that support the organization's strategic plan.~~
- ~~2. Coordinates schedules and directs the work of staff and volunteers to provide quality patron service.~~
- 1. Schedules, trains, evaluates and coaches library staff. Maintains a high level of library services by training and coaching staff and evaluating job performance
- ~~3.~~
- 2. Assists with hiring new staff. Participates on interview panels to interview applicants for job openings and provides input into the recommendation for hire.
- ~~5.3. Processes online requests for account renewals and address changes.~~
- ~~6.4. Processes reports related to patron accounts and donations and submits to Accounting as needed.~~
- ~~7.5. Coordinates off site registrations for schools in the community.~~
- 6. Manages assigned budgets including vehicle maintenance.
- ~~8.7. Manages patron cash and donation payments. Counts circulation desk cash receipts and provides an accurate report to Accounting.~~

- ~~9.8. Manages the library's collection to ensure that it is shelved correctly, up to date and responsive to patron interest~~Keeps library materials available and refreshed for patron use.
- ~~10.9. Markets the library through outreach activities such as school and community visits; develops partnerships to enhance library system awareness and promote services~~Promotes the library with community groups.
- ~~11.10. Maintains security of public areas and acts as Supervisor on Duty. Deals with patrons who disrupt normal use or operation of the library by enforcing library policies, responding to alarms and contacting authorities.~~Ensures the library is safe and welcoming by managing the public areas.  
Occasionally may be called to the library when closed to resolve security or alarm events.
- ~~12.11. Helps patrons find the library resources they need. Assists library patrons by giving guidance on library collection, technology and services, performing circulation duties and providing reference and readers' advisory services.~~
- ~~13. Responds to patron concerns, complaints, and problems as they occur.~~
- ~~14.12. Builds strong relationships by working and communicating with local library boards, city and elected officials, Friends groups, civic organizations and other community partners and staff members~~relationships with community partners of the library including local Library Boards, City and elected officials, Friends groups, civic organizations and others.
- ~~15. Reviews and revises policies and procedures to ensure the department is efficient and effective and that procedures are followed.~~
- ~~16. Communicates with local law enforcement to resolve rules of behavior issues related to library patrons when necessary.~~
- ~~17. — Ensures that vehicles are properly maintained and assists with the purchase of new vehicles.~~
- ~~18.13. Ensures that libraries throughout the region receive materials in a timely and effective manner.~~
- ~~19. Participates on teams or work groups.~~
- ~~20.14. Communicates with vendors or service providers to resolve building/equipment issues.~~
- ~~21.15. Oversees operation of the Automated Material Handling System (AMHS) including troubleshooting issues and contacting the service provider when necessary.~~
- ~~22. Maintains patron and employee records according to library policies and procedures and adheres to the privacy guidelines established.~~
16. Affirms-Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

## MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes



**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent.
- Two years of library or customer service experience including one year of supervisory experience

**Required Knowledge, Skills and Abilities:****Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to work flexible shifts including evenings and weekends
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends
- Possession of a valid driver's license and satisfactory driving record
- Completion of and adherence to GRRL's Fleet Safety Program

**Education and Experience:**

- ~~Master's degree in Library Science or related field, or equivalent.~~
- ~~Two years of library or customer service experience including one year of supervisory experience~~

**Required Knowledge, Skills and Abilities:**

- ~~Knowledge of principles and practices of library science~~
- ~~Ability to effectively manage time and meet deadlines~~
- ~~Ability to manage multiple priorities with frequent interruptions~~
- ~~Ability to develop, train and direct staff~~
- ~~Ability to work without close supervision~~
- ~~Ability to plan and assign work~~

- ~~Effective communication and interpersonal skills, verbally and in writing~~
- ~~Proficient computer skills including Microsoft Office and library systems~~
- ~~Possession of a valid driver’s license and satisfactory driving record~~
- ~~Completion of and adherence to GRRL’s Fleet Safety Program~~
- ~~Ability to work flexible shifts including evenings and weekends~~
- ~~Ability to react quickly and take leadership role in emergency and difficult situations~~

**Complexity of Work:** Complex

**Budget Responsibility:** Accurate accounting of circulation desk cash receipts

**Supervision Received:** [General Direction](#)

**Supervisory Responsibility:** Directs the work of Circulation and Distribution staff and volunteers

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes and to resolve issues. Participates in regional teams and work groups.

**Scope of Relationships (external):** Regular contact with patrons and volunteers, occasional contact with law enforcement and service providers

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Frequently operates office and library equipment](#)
- [Occasionally positions self to shelve materials from ground level to over 6 feet high](#)
- [Remains in a stationary position for extended periods of time](#)
- [Frequently moves around the library building](#)
- [Frequently moves library books and materials up to 20 pounds](#)
- [Occasionally moves carts loaded with library materials](#)
- [Frequently communicates with patrons and staff and must be able to exchange accurate information in person, over the telephone and in writing](#)
- [Occasionally drives fleet vehicles](#)

**Department:** [Circulation and Distribution Services/SCPL](#)      **Pay Grade:** [24](#)  
**Reports To:** [Patron Services Supervisor](#)                      **FLSA Status:** [Exempt](#)  
**Union:** [General Unit](#)

**Date Approved:** [07/14/2009](#)  
**Date of Last Revision:** [11/19/2013, 03/21/2017, 11/17/2020, 05/21/2024](#)

**ACKNOWLEDGEMENT**

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Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

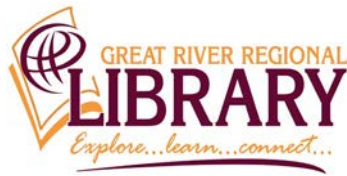
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Check in/out materials, keyboarding
Looking at computer screen					X	
Reaching in any direction				X		Check in/out materials, shelving
Kneel/Crouch/Crawl			X			Shelve materials
Bend/Stoop/Squat			X			Shelve materials/look for items
Balance		X				
Push/Pull/Twist				X		Move carts, check in/out items
Climb heights/ladder			X			AMHS tunnel
Sit				X		
Stand			X			Patron desk
Walk			X			
Lift	1-10 lbs				X	Books and materials
	11-19 lbs			X		Books and materials
	20-49 lbs		X			
	50+ lbs		X			
Carry	1-10 lbs				X	Books and materials
	11-19 lbs			X		Book Bags
	20-49 lbs		X			
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AMHS
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Empty book drop
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust in environment from books
Working in restricted spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AMHS Tunnel
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment, AV equipment, AMHS



## CIRCULATION AND DISTRIBUTION COORDINATOR

### JOB SUMMARY

The Circulation and Distribution Coordinator oversees the efficient and effective operation of the Circulation and Distribution Departments at the St. Cloud Public Library.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Schedules, trains, evaluates and coaches library staff.
2. Assists with hiring new staff.
3. Processes online requests for account renewals and address changes.
4. Processes reports related to patron accounts.
5. Coordinates off site registrations for schools in the community.
6. Manages assigned budgets including vehicle maintenance.
7. Manages patron cash and donation payments.
8. Keeps library materials available and refreshed for patron use.
9. Promotes the library with community groups.
10. Ensures the library is safe and welcoming by managing the public areas. Occasionally may be called to the library when closed to resolve security or alarm events.
11. Helps patrons find the library resources they need.
12. Builds relationships with community partners of the library including local Library Boards, City and elected officials, Friends groups, civic organizations and others.
13. Ensures libraries throughout the region receive materials in a timely and effective manner.
14. Communicates with vendors or service providers to resolve building/equipment issues.
15. Oversees operation of the Automated Material Handling System (AMHS).
16. Enforces library policies and procedures including Data Privacy, the American Library Association's Library Bill of Rights, and the Freedom to View, and the Freedom to Read policy statements.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds

- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- Master's degree in Library Science or related field, or equivalent.
- Two years of library or customer service experience including one year of supervisory experience

**Required Knowledge, Skills and Abilities:**

**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

**Technical Knowledge**

- Demonstrated proficiency with computer software programs including Microsoft Office
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

**Communication, Interpersonal, and Customer Service**

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

**Leadership and Management**

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

**Program and Project Development**

- Ability to visualize, plan and deliver creative and meaningful library programs and services

**Other Abilities**

- Ability to work flexible shifts including evenings and weekends
- Working environment may include frequent interruptions
- Interest in lifelong learning to stay abreast of new library services and trends
- Possession of a valid driver's license and satisfactory driving record
- Completion of and adherence to GRRL's Fleet Safety Program

**Complexity of Work:** Complex

**Budget Responsibility:** Accurate accounting of circulation desk cash receipts

**Supervision Received:** General Direction

**Supervisory Responsibility:** Directs the work of Circulation and Distribution staff and volunteers

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes and to resolve issues. Participates in regional teams and work groups.

**Scope of Relationships (external):** Regular contact with patrons and volunteers, occasional contact with law enforcement and service providers

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Occasionally positions self to shelve materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 20 pounds
- Occasionally moves carts loaded with library materials
- Frequently communicates with patrons and staff and must be able to exchange accurate information in person, over the telephone and in writing
- Occasionally drives fleet vehicles

**Department:** Circulation and Distribution Services/SCPL      **Pay Grade:** 24  
**Reports To:** Patron Services Supervisor      **FLSA Status:** Exempt  
**Union:** General Unit  
**Date Approved:** 07/14/2009  
**Date of Last Revision:** 11/19/2013, 03/21/2017, 11/17/2020, 05/21/2024

**ACKNOWLEDGEMENT**

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date\_\_\_\_\_

Printed Name \_\_\_\_\_







## SENIOR CIRCULATION ASSISTANT

**Department:** ~~Circulation Services/SCPL~~ **Pay Grade:** ~~18~~  
**Reports To:** ~~Circulation Coordinator~~ **FLSA Status:** ~~Non-Exempt~~  
**Union:** ~~General Unit~~

**Date Approved:** ~~09/18/2007~~

**Date of Last Revision:** ~~11/19/2013, 03/21/2017~~

### JOB SUMMARY

~~Under the direction of the Circulation Coordinator, the Senior Circulation Assistant oversees the work flow and direction of Circulation Aides and assists the Circulation Coordinator with the efficient operation of the Circulation Department at the St. Cloud Public Library. The Senior Circulation Assistant provides friendly and welcoming service to the public and helps patrons use the library. Directs the work of library aides and supports the Circulation Department.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs job duties of Circulation Assistant and Circulation Aide on a regular basis.
- ~~2. Schedules, trains, evaluates and coaches staff in consultation with the Circulation and Distribution Coordinator. Coordinates schedules and directs the work of Circulation Aides and volunteers.~~
- ~~2. Maintains a high level of library services by training and coaching Circulation Aides in consultation with the Circulation Coordinator.~~
- ~~3. Completes Employee Performance Reviews for Circulation Aides subject to approval.~~
- ~~3. Assists with hiring new staff. Participates on interview panels with the Circulation Coordinator to interview applicants for Circulation Aide job openings and provides input into the recommendation for hire.~~
4. Helps patrons borrow library materials.
5. Registers patrons for library cards.
6. Takes payments from patrons.
7. Helps patrons find the library resources they need.
8. Provides trusted and reliable information to patrons.
9. Creates displays and conduct programs that reach diverse patron interests.
10. Keeps library materials available and refreshed for patron use.
11. Ensures the library is safe and welcoming by managing the public areas.

- [12. Assists the public in the use of library computers, printers and with other technology needs.](#)
- [13. Answers telephone calls on the main switchboard.](#)
- [14. Reserves meeting and study rooms.](#)
- [15. Maintains the confidentiality of patron information.](#)
- ~~4.—~~
- ~~5.—Processes reports regarding patron accounts and submits to Accounting as needed.~~
- ~~6.—Assists with off site registrations for schools in the community under the direction of the Circulation Coordinator.~~
- ~~7.—Processes applications for caretaker, institutional and homebound patrons.~~
- ~~8.—Counts circulation desk cash receipts and provides an accurate report to Accounting in the absence of the Circulation Coordinator.~~
- ~~9.—Provides building supervision in conjunction with others and serves as a Supervisor on Duty at the St. Cloud Public Library.~~
- ~~10. Participates on teams and work groups as assigned.~~
- ~~11. Assists with operation of the Automated Material Handling System (AMHS) including troubleshooting issues and contacting the service provider when necessary.~~
- ~~12. Helps maintain the library collection through weeding/relocating materials and running reports.~~
- ~~13. Maintains patron and employee records according to library policies and procedures and adheres to the privacy guidelines established.~~
- ~~14. Oversees the safe and efficient operation of the department during the absence of the Circulation Coordinator.~~

## MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

[A successful candidate will have:](#)

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

### **Education and Experience:**

- High school diploma and two years of formal education or equivalent
- Two years of library or customer service experience including one year of supervisory experience

### **Required Knowledge, Skills and Abilities:**

- Ability to effectively manage time and meet deadlines
- Ability to manage multiple priorities with frequent interruptions
- Ability to develop, train and direct staff

- Ability to work without close supervision
- Excellent customer service and interpersonal communication skills
- Demonstrated proficiency with computer software programs including Microsoft Office
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervision Received:** [General Direction](#)

**Supervisory Responsibility:** Directs the work of Circulation Aides and volunteers. Oversees Circulation department in absence of Circulation Coordinator

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes

**Scope of Relationships (external):** Regular contact with patrons and volunteers, occasional contact with law enforcement and service providers

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Constantly operates office and library equipment](#)
- [Frequently positions self to shelve materials from ground level to over 6 feet high](#)
- [Remains in a stationary position for extended periods of time](#)
- [Frequently moves around the library building](#)
- [Frequently moves library books and materials up to 20 pounds](#)
- [Frequently moves carts loaded with library materials](#)
- [May be required to work alone in the library](#)
- [Constantly communicates with patrons and must be able to exchange accurate information in person and over the telephone](#)

**Department:** [Circulation Services/SCPL](#)  
**Reports To:** [Circulation and Coordinator](#)  
**Union:** [General Unit](#)

**Pay Grade:** [18](#)  
**FLSA Status:** [Non-Exempt](#)

**Date Approved:** [09/18/2007](#)

**Date of Last Revision:** [11/19/2013, 03/21/2017, 05/21/2024](#)

**ACKNOWLEDGEMENT**

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

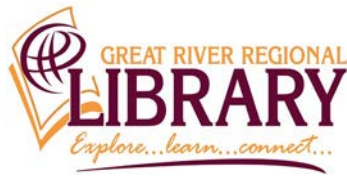
The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

Repetitive use of hands				X	Check in/out materials, keyboarding
Looking at computer screen				X	
Reaching in any direction			X		Check in/out materials, shelving
Kneel/Crouch/Crawl		X			Shelve materials
Bend/Stoop/Squat		X			Shelve materials/look for items
Balance	X				
Push/Pull/Twist			X		Move carts, check in/out items
Climb heights/ladder		X			AMHS tunnel
Sit			X		
Stand			X		Patron desk
Walk		X			
Lift	1-10 lbs			X	Books and materials
	11-19 lbs			X	Books and materials
	20-49 lbs	X			
	50+ lbs	X			
Carry	1-10 lbs			X	Books and materials
	11-19 lbs			X	Book Bags
	20-49 lbs	X			
	50+ lbs	X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AMHS
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Empty book drop
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust in environment from books
Working in restricted spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AMHS Tunnel
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment, AV equipment, AMHS





## SENIOR CIRCULATION ASSISTANT

### JOB SUMMARY

The Senior Circulation Assistant provides friendly and welcoming service to the public and helps patrons use the library. Directs the work of library aides and supports the Circulation Department.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs job duties of Circulation Assistant and Circulation Aide on a regular basis.
2. Schedules, trains, evaluates and coaches staff in consultation with the Circulation and Distribution Coordinator.
3. Assists with hiring new staff.
4. Helps patrons borrow library materials.
5. Registers patrons for library cards.
6. Takes payments from patrons.
7. Helps patrons find the library resources they need.
8. Provides trusted and reliable information to patrons.
9. Creates displays and conducts programs that reach diverse patron interests.
10. Keeps library materials available and refreshed for patron use.
11. Ensures the library is safe and welcoming by managing the public areas.
12. Assists the public in the use of library computers, printers and with other technology needs.
13. Answers telephone calls on the main switchboard.
14. Reserves meeting and study rooms.
15. Maintains the confidentiality of patron information.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions

- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- High school diploma and two years of formal education or equivalent
- Two years of library or customer service experience including one year of supervisory experience

**Required Knowledge, Skills and Abilities:**

- Ability to effectively manage time and meet deadlines
- Ability to manage multiple priorities with frequent interruptions
- Ability to develop, train and direct staff
- Ability to work without close supervision
- Excellent customer service and interpersonal communication skills
- Demonstrated proficiency with computer software programs including Microsoft Office
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervision Received:** General Direction

**Supervisory Responsibility:** Directs the work of Circulation Aides and volunteers. Oversees Circulation department in absence of Circulation Coordinator

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes

**Scope of Relationships (external):** Regular contact with patrons and volunteers, occasional contact with law enforcement and service providers

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Constantly operates office and library equipment
- Frequently positions self to shelve materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 20 pounds
- Frequently moves carts loaded with library materials
- May be required to work alone in the library
- Constantly communicates with patrons and must be able to exchange accurate information in person and over the telephone

**Department:** Circulation Services/SCPL

**Pay Grade:** 18

**Reports To:** Circulation and Coordinator

**FLSA Status:** Non-Exempt

**Unit:** General Unit

**Date Approved:** 09/18/2007

**Date of Last Revision:** 11/19/2013, 03/21/2017, 05/21/2024



**ACKNOWLEDGEMENT**

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## SENIOR DISTRIBUTION ASSISTANT

~~Department: Distribution Services/GRRL~~      ~~Pay Grade: 18~~  
~~Reports To: Circulation and Distribution Coordinator~~      ~~FLSA Status: Non-Exempt~~  
~~Union: General Unit~~

~~Date Approved: 07/18/2017~~

~~Date of Last Revision: 11/17/2020~~

### JOB SUMMARY

~~Under general supervision of the Circulation and Distribution Coordinator, the~~ The Senior Distribution Assistant oversees the delivery of library materials around the region. ~~work flow and direction of Distribution staff and assists the Circulation and Distribution Coordinator with the efficient operation of the Distribution Department.~~ Directs the work of Distribution Aides and Drivers.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Performs job duties of Distribution Aide on a regular basis.
- ~~2.~~ Schedules, trains evaluates and coaches staff in consultation with the Circulation and Distribution Coordinator. ~~Coordinates schedules and directs the work of department staff and volunteers to ensure timely and accurate deliveries.~~
- ~~3.~~ Maintains a high level of library services by training and coaching Distribution Aides and Drivers in consultation with the Circulation and Distribution Coordinator.
- ~~4.~~ 2. Completes Employee Performance Reviews for assigned staff, subject to approval.
- ~~5.~~ 3. Assists with hiring new staff ~~Participates on interview panels to interview applicants for department openings and provides input into the recommendation for hire.~~
- ~~6.~~ 4. Coordinates preparation and pick up of discarded library materials.
- ~~7.~~ 5. Monitors the daily delivery load and makes adjustments as necessary.
- ~~8.~~ 6. Ensures that weeding and mending materials are accurately checked in and distributed in a timely manner.
- ~~9.~~ 7. Responds to staff inquiries regarding delivery of materials.

- ~~10.8.~~ Coordinates the replenishment of delivery bags to branches.
- ~~11.9.~~ Coordinates the distribution of materials for alternative services ~~by managing requests in the library system and preparing materials in an efficient manner for delivery.~~
- ~~12.~~ ~~Runs reports and maintains statistics related to availability and utilization of alternative services and department operations.~~
- ~~13.10.~~ Communicates with partner agencies regarding interlibrary loan deliveries ~~as needed.~~
- ~~14.~~ ~~Oversees the safe and efficient operation of the department in the absence of the Circulation and Distribution Coordinator.~~
- ~~15.~~ ~~Brings issues related to the department to the attention of the Circulation and Distribution Coordinator and provides suggestions for improvement.~~
- ~~16.~~ ~~Provides building supervision in conjunction with others and serves as a Supervisor on Duty at the St. Cloud Public Library.~~
- ~~17.11.~~ ~~Schedules maintenance for fleet vehicles. Monitors vehicles to ensure they are well maintained and that related repairs and safety issues are addressed in a timely manner.~~
- ~~18.12.~~ Reviews vehicle related invoices for accuracy and submits for payment.
- ~~19.~~ ~~Reconciles gas slips with charges for submission to Accounting.~~
- ~~20.~~ ~~Makes deliveries on an occasional basis.~~

#### MINIMUM QUALIFICATIONS

[Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.](#)

[A successful candidate will have:](#)

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

#### **Education and Experience:**

- High School Diploma and 2 years of formal education or equivalent
- 2 years of library or related work experience including one year of supervisory experience

#### **Required Knowledge, Skills and Abilities:**

- Ability to work independently
- Effective communication skills, verbally and in writing
- Demonstrated proficiency with computer software programs including Excel
- Ability to train and direct staff
- Possession of a valid driver's license and satisfactory driving record
- Completion of and adherence to GRRL's Fleet Safety Program
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

Supervision Received: General Direction

**Supervisory Responsibility:** Directs the work of Distribution Aides, Drivers and volunteers. Oversees Distribution department in absence of Circulation and Distribution Coordinator-

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes-

**Scope of Relationships (external):** Occasional contact with vendors and partner agencies-

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is performed primarily in the distribution work area and loading dock
- Occasionally operates office and library equipment
- Frequently moves around the department including loading dock
- Continually moves to place library materials into delivery bags
- Occasionally moves in and out of the vehicle to load and unload it
- Frequently moves library books and materials up to 50 pounds
- Frequently moves carts loaded with library materials
- Occasionally drives fleet vehicle

**Department:** Distribution Services/GRRL                      **Pay Grade:** 18  
**Reports To:** Circulation and Distribution Coordinator            **FLSA Status:** Non-Exempt  
**Union:** General Unit

**Date Approved:** 07/18/2017  
**Date of Last Revision:** 11/17/2020, 5/21/2024

**ACKNOWLEDGEMENT**

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

Printed Name: \_\_\_\_\_

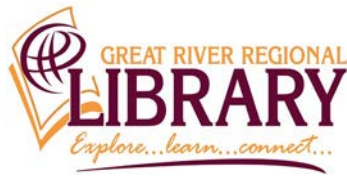
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in the distribution work area and loading dock.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands				X		Sorting materials
Looking at computer screen			X			
Reaching in any direction				X		Packing/unpacking
Kneel/Crouch/Crawl			X			In van when packing/unpacking
Bend/Stoop/Squat			X			Move bags and carts
Balance		X				
Push/Pull/Twist				X		Move carts/pack bags
Climb heights/ladder		X				
Sit			X			
Stand					X	
Walk				X		
Lift	1-10 lbs			X		Books/bags
	11-19 lbs			X		Books/bags
	20-49 lbs			X		Books/bags
	50+ lbs		X			
Carry	1-10 lbs			X		Bags to/from Cart
	11-19 lbs			X		Bags to/from Cart
	20-49 lbs			X		Bags to/from Cart
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Working near moving equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dock lift and delivery vehicles
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delivery dock
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delivery dock
Working in restricted spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Loading/unloading van
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## SENIOR DISTRIBUTION ASSISTANT

### JOB SUMMARY

The Senior Distribution Assistant oversees the delivery of library materials around the region. Directs the work of Distribution Aides and Drivers.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs job duties of Distribution Aide on a regular basis.
2. Schedules, trains evaluates and coaches staff in consultation with the Circulation and Distribution Coordinator.
3. Assists with hiring new staff.
4. Coordinates preparation and pick up of discarded library materials.
5. Monitors the daily delivery load and makes adjustments as necessary.
6. Ensures that weeding and mending materials are accurately checked in and distributed in a timely manner.
7. Responds to staff inquiries regarding delivery of materials.
8. Coordinates the replenishment of delivery bags to branches.
9. Coordinates the distribution of materials for alternative services.
10. Communicates with partner agencies regarding interlibrary loan deliveries.
11. Schedules maintenance for fleet vehicles.
12. Reviews vehicle related invoices for accuracy and submits for payment.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace

- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- High School Diploma and 2 years of formal education or equivalent
- 2 years of library or related work experience including one year of supervisory experience

**Required Knowledge, Skills and Abilities:**

- Ability to work independently
- Effective communication skills, verbally and in writing
- Demonstrated proficiency with computer software programs including Excel
- Ability to train and direct staff
- Possession of a valid driver’s license and satisfactory driving record
- Completion of and adherence to GRRL’s Fleet Safety Program
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervision Received:** General Direction

**Supervisory Responsibility:** Directs the work of Distribution Aides, Drivers and volunteers. Oversees Distribution department in absence of Circulation and Distribution Coordinator

**Scope of Relationships (internal):** Contact with staff throughout the region for informational purposes

**Scope of Relationships (external):** Occasional contact with vendors and partner agencies

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is performed primarily in the distribution work area and loading dock
- Occasionally operates office and library equipment
- Frequently moves around the department including loading dock
- Continually moves to place library materials into delivery bags
- Occasionally moves in and out of the vehicle to load and unload it
- Frequently moves library books and materials up to 50 pounds
- Frequently moves carts loaded with library materials
- Occasionally drives fleet vehicle

<b>Department:</b>	Distribution Services/GRRL	<b>Pay Grade:</b>	18
<b>Reports To:</b>	Circulation and Distribution Coordinator	<b>FLSA Status:</b>	Non-Exempt
<b>Union:</b>	General Unit		
<b>Date Approved:</b>	07/18/2017		
<b>Date of Last Revision:</b>	11/17/2020, 5/21/2024		

**ACKNOWLEDGEMENT**

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Employee\_\_\_\_\_

Date\_\_\_\_\_

Printed Name: \_\_\_\_\_





## SENIOR LIBRARY ASSISTANT

**Department:** Branch Libraries **Pay Grade:** 18  
**Reports To:** Library Services Coordinator **FLSA Status:** Non-Exempt  
**Union:** Non-Union

**Date Approved:** 03/21/2017

**Date of Last Revision:**

### JOB SUMMARY

~~Under the direction of the Library Services Coordinator, the Senior Library Assistant performs work as a Library Assistant, oversees the work flow and direction of Library Aides and assists with the efficient operation of the library.~~

The Senior Library Assistant provides friendly and welcoming service to the public and helps patrons use the library. Directs the work of Library Aides and Volunteers and assists with the day-to-day operations of a library.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs duties of a Library Assistant and Library Aide on a regular basis.
- ~~2. Schedules, trains, evaluates and coaches staff in consultation with the Library Services Coordinator. Coordinates schedules, approves timecards and directs the work of Library Aides and volunteers.~~
2. Maintains a high level of library services by training and coaching Library Aides in consultation with the Library Services Coordinator. Completes Employee Performance Reviews for Library Aides subject to approval.
3. Assists with hiring new staff. Participates on interview panels with the Library Services Coordinator to interview applicants for Library Aide job openings and provides input into the recommendation for hire.
4. Helps patrons borrow library materials. Performs circulation procedures including checking materials in and out, renewing materials, and placing holds.
5. Registers patrons for library cards. Registers/renews library cards and updates patron information in the library's automated system; maintains confidentiality of patron information.
6. Takes payments from patrons. Collects patron fines and fees and applies to patron accounts. May perform cash reconciliation as assigned.

7. [Helps patrons find the library resources they need.](#) ~~Provides assistance to patrons in person and over the phone, via email and/or online chat, including giving guidance on library policies and procedures, the collection, technology and services, and providing reference and readers' advisory services.~~
8. [Provides trusted and reliable information to patrons.](#)
9. [Creates displays and conducts programs that reach diverse patron interests.](#)
- ~~8.~~10. [Ensures the library is safe and welcoming by managing public areas.](#) ~~Maintains security of the public areas. May act as Supervisor on Duty. Deals with patrons who disrupt normal use or operation of the library by enforcing library policies, responding to alarms and contacting authorities in case of an emergency.~~
11. [Keeps library materials available and refreshed for patron use.](#)
- ~~9.~~ ~~Creates displays that generate interest and increase borrowing of the collection.~~
- ~~10.~~ ~~Develops and conducts programs and outreach that increase use of the library and support the strategic plan.~~
- ~~11.~~ ~~Promotes library programs including updating the events calendar and local web page.~~
12. [Assists the public in the use of library computers, printers and other technology needs.](#) ~~Reserves meeting rooms for patrons and assists with needs during the meeting.~~
13. [Maintains the confidentiality of patron information.](#)
- ~~13.~~ ~~Maintains an adequate level of supplies for the library.~~
- ~~14.~~ ~~Helps maintain the library collection through weeding/relocating materials, running reports and processing donated materials.~~
- ~~15.~~ ~~Performs routine opening and closing procedures.~~
- ~~16.~~14. [Oversees the efficient and safe operation of the library during the absence of the Library Services Coordinator.](#)

## MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

[A successful candidate will have:](#)

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

### **Education and Experience:**

- High school diploma and two years of formal education or equivalent
- One year of library or customer service experience; supervisory experience preferred

### **Required Knowledge, Skills and Abilities:**

- Excellent communication skills both written and verbal
- Ability to develop, train and direct staff
- Ability to manage multiple priorities with frequent interruptions
- Ability to be creative in designing programs/displays that reach diverse patron interests

- Strong organizational skills
- Demonstrated proficiency with computers and technology devices
- Knowledge of research and information gathering techniques
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervision Received:** [General Direction](#)

**Supervisory Responsibility:** ~~None~~ [Directs the work of Library Aides and volunteers. Oversees the branch library in absence of Library Services Coordinator](#)

**Scope of Relationships (internal):** Contact with staff for informational purposes

**Scope of Relationships (external):** Extensive contact with the public, occasional contact with law enforcement, outreach with external organizations

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Constantly operates office and library equipment](#)
- [Frequently positions self to shelve materials from ground level to over 6 feet high](#)
- [Remains in a stationary position for extended periods of time](#)
- [Frequently moves around the library building](#)
- [Frequently moves library books and materials up to 20 pounds](#)
- [Frequently moves carts loaded with library materials](#)
- [May be required to work alone in the library](#)

**Department:** [Branch Libraries](#)

**Pay Grade:** [18](#)

**Reports To:** [Library Services Coordinator](#)

**FLSA Status:** [Non-Exempt](#)

**Union:** [Non-Union](#)

**Date Approved:** [03/21/2017](#)

**Date of Last Revision:** [05/21/2024](#)

**ACKNOWLEDGEMENT**

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Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

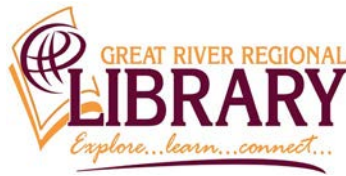
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Check in/out materials
Looking at computer screen					X	
Reaching in any direction					X	Check in/out materials, shelving
Kneel/Crouch/Crawl			X			Shelve materials
Bend/Stoop/Squat			X			Shelve materials/locate items
Balance		X				
Push/Pull/Twist				X		Move carts, check in/out items
Climb heights/ladder			X			Displays/decorations
Sit				X		
Stand				X		Patron desk
Walk				X		
Lift	1-10 lbs				X	Books and materials
	11-19 lbs			X		Books and materials
	20-49 lbs		X			
	50+ lbs		X			
Carry	1-10 lbs				X	Books and materials
	11-19 lbs			X		Book bags
	20-49 lbs		X			
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## SENIOR LIBRARY ASSISTANT

### JOB SUMMARY

The Senior Library Assistant provides friendly and welcoming service to the public and helps patrons use the library. Directs the work of Library Aides and Volunteers and assists with the day-to-day operations of the library.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Performs duties of a Library Assistant and Library Aide on a regular basis.
2. Schedules, trains, evaluates and coaches staff in consultation with the Library Services Coordinator.
3. Assists with hiring new staff.
4. Helps patrons borrow library materials.
5. Registers patrons for library cards.
6. Takes payments from patrons.
7. Helps patrons find the library resources they need.
8. Provides trusted and reliable information to patrons.
9. Creates displays and conducts programs that reach diverse patron interests.
10. Ensures the library is safe and welcoming by managing public areas.
11. Keeps library materials available and refreshed for patron use.
12. Assists the public in the use of library computers, printers and other technology needs.
13. Maintains the confidentiality of patron information.
14. Oversees the efficient and safe operation of the library during the absence of the Library Services Coordinator.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member

- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

- High school diploma and two years of formal education or equivalent
- One year of library or customer service experience; supervisory experience preferred

**Required Knowledge, Skills and Abilities:**

- Excellent communication skills both written and verbal
- Ability to develop, train and direct staff
- Ability to manage multiple priorities with frequent interruptions
- Ability to be creative in designing programs/displays that reach diverse patron interests
- Strong organizational skills
- Demonstrated proficiency with computers and technology devices
- Knowledge of research and information gathering techniques
- Ability to respond to emergencies and situations that may be stressful or difficult

**Complexity of Work:** Complex

**Budget Responsibility:** None

**Supervision Received:** General Direction

**Supervisory Responsibility:** Directs the work of Library Aides and volunteers. Oversees the branch library in absence of Library Services Coordinator

**Scope of Relationships (internal):** Contact with staff for informational purposes

**Scope of Relationships (external):** Extensive contact with the public, occasional contact with law enforcement, outreach with external organizations

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Constantly operates office and library equipment
- Frequently positions self to shelve materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 20 pounds
- Frequently moves carts loaded with library materials
- May be required to work alone in the library

**Department:** Branch Libraries

**Pay Grade:** 18

**Reports To:** Library Services Coordinator

**FLSA Status:** Non-Exempt

**Union:** Non-Union

**Date Approved:** 03/21/2017

**Date of Last Revision:** 05/21/2024



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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_





## SENIOR LIBRARY AIDE

**Department:** Patron Services **Pay-Grade:** 6  
**Reports To:** Library Services Coordinator **FLSA Status:** Non-Exempt  
 Sr. Library Assistant  
**Union:** Non-Union

**Date Approved:** ~~11/17/2015~~

**Date of Last Revision:** ~~03/21/2017, 09/19/2017~~

### JOB SUMMARY

~~Under direct supervision, the~~ The Senior Library Aide provides back-up support for the public service desk and prepares materials for patron access ~~by shelving and checking in materials.~~

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Checks in library materials.
2. Empties book drop ~~and brings materials into the library.~~
- ~~1.~~3. Packs and unpacks library materials for delivery.
- ~~2.~~ Checks in library materials from book drop and delivery using computerized library system.
4. Searches for and retrieves materials on shelves ~~from printouts and lists.~~
- ~~3.~~ Shelves library materials in proper alphabetical or numerical order.
5. Check that library materials are in good condition.
- ~~4.~~6. Finds library materials from shelves for patron requests.
- ~~5.~~ Packs and unpacks library materials for delivery.
- ~~6.~~ Sorts books on carts for shelving.
- ~~7.~~ Shelves library materials in proper alphabetical or numerical order.
- ~~8.~~ Shelf reads materials to ensure proper order and timely rotation of library materials.
- ~~9.~~ Monitors materials to ensure they are in good condition for patron use.
10. Ensures patron areas are neat and organized; cleans toys and equipment as needed.

- ~~11.7.~~ Completes routine opening and closing tasks ~~as assigned.~~
- ~~12.8.~~ Provides assistance during programming ~~as requested.~~
- ~~13.9.~~ Provides back-up support for the public service desk including basic circulation routines ~~(check in/out and registration/renewal).~~
- ~~14.10.~~ Provides basic directional assistance to ~~telephone and walk in~~ patrons.
- ~~15.11.~~ Takes payments for fines and fees.
- ~~16.12.~~ Assists with computer reservations and printing.
- ~~17.~~ ~~Opens or closes the building on an occasional basis ensuring the safety and security of the facility.~~

### MINIMUM QUALIFICATIONS

[Our commitment to growth:](#) GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

[A successful candidate will have:](#)

- [Positive attitude and strong work ethic](#)
- [Enjoy working with people from diverse backgrounds](#)
- [Organizational, interpersonal, and time management skills](#)
- [Ability to self-direct and work as a team member](#)
- [Ability to meet deadlines and follow instructions](#)
- [Ability to foster positive working relationships and an inclusive workplace](#)
- [A desire to learn and develop skills and abilities](#)
- [Ability to be flexible and adapt to changes](#)

#### **Education and Experience:**

Previous library experience

#### **Required Knowledge, Skills and Abilities:**

- Strong attention to detail
- Basic computer skills
- Ability to file material in alpha and numerical order and use the Dewey Decimal Classification System
- Ability to determine and abide by the public service limitations of this position

**Complexity of Work:** Basic

**Budget Responsibility:** None

**Supervisory Responsibility:** None

**Supervision Received:** [Direct Supervision](#)

**Scope of Relationships (internal):** Contact with GRRL staff for informational purposes

**Scope of Relationships (external):** Minimal external contacts. This is a limited public service position. May provide basic patron service, but refers patrons in need of professional assistance to patron services staff.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- [Work is typically done in an office environment](#)
- [Frequently operates office and library equipment](#)
- [Occasionally positions self to shelve materials from ground level to over 6 feet high](#)
- [Remains in a stationary position for extended periods of time](#)
- [Frequently moves around the library building](#)
- [Frequently moves library books and materials up to 50 pounds](#)
- [Frequently moves carts loaded with library materials](#)
- [May be required to work alone in the library](#)

**Department:** [Patron Services](#) **Pay Grade:** [6](#)  
**Reports To:** [Library Services Coordinator](#) **FLSA Status:** [Non-Exempt](#)  
[Sr. Library Assistant](#)  
**Union:** [Non-Union](#)

**Date Approved:** [11/17/2015](#)  
**Date of Last Revision:** [03/21/2017, 09/19/2017, 05/21/2024](#)

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Employee \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

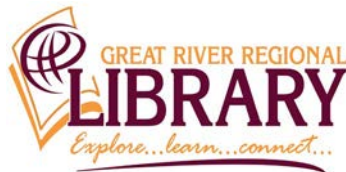
**PHYSICAL DEMANDS/WORK ENVIRONMENT**

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N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Scan/shelve materials
Looking at computer screen				X		
Reaching in any direction				X		Shelve materials
Kneel/Crouch/Crawl			X			Shelve materials
Bend/Stoop/Squat				X		Shelve materials
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit			X			
Stand				X		
Walk				X		
Lift	1-10 lbs			X		Books
	11-19 lbs		X			Move delivery bags
	20-49 lbs		X			Move delivery bags
	50+ lbs		X			
Carry	1-10 lbs			X		Books
	11-19 lbs		X			Move delivery bags
	20-49 lbs		X			Move delivery bags
	50+ lbs		X			Move delivery bags

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Empty book drop
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



## SENIOR LIBRARY AIDE

### JOB SUMMARY

The Senior Library Aide provides back-up support for the public service desk and prepares materials for patron access.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

### PRIMARY DUTIES AND RESPONSIBILITIES

**The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.**

1. Checks in library materials.
2. Empties book drop.
3. Packs and unpacks library materials for delivery.
4. Searches for and retrieves materials on shelves.
5. Shelves library materials in proper alphabetical or numerical order. Check that library materials are in good condition.
6. Finds library materials from shelves for patron requests.
7. Completes routine opening and closing tasks.
8. Provides assistance during programming.
9. Provides back-up support for the public service desk including basic circulation routines.
10. Provides basic directional assistance to patrons.
11. Takes payments for fines and fees.
12. Assists with computer reservations and printing.

### MINIMUM QUALIFICATIONS

**Our commitment to growth:** GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace

- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

**Education and Experience:**

Previous library experience

**Required Knowledge, Skills and Abilities:**

- Strong attention to detail
- Basic computer skills
- Ability to file material in alpha and numerical order and use the Dewey Decimal Classification System
- Ability to determine and abide by the public service limitations of this position

**Complexity of Work:** Basic

**Budget Responsibility:** None

**Supervisory Responsibility:** None

**Supervision Received:** Direct Supervision

**Scope of Relationships (internal):** Contact with GRRL staff for informational purposes

**Scope of Relationships (external):** Minimal external contacts. This is a limited public service position. May provide basic patron service, but refers patrons in need of professional assistance to patron services staff.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office and library equipment
- Occasionally positions self to shelve materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 50 pounds
- Frequently moves carts loaded with library materials
- May be required to work alone in the library

**Department:** Patron Services

**Pay Grade:** 6

**Reports To:** Library Services Coordinator  
Sr. Library Assistant

**FLSA Status:** Non-Exempt

**Union:** Non-Union

**Date Approved:** 11/17/2015

**Date of Last Revision:** 03/21/2017, 09/19/2017, 05/21/2024



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Date \_\_\_\_\_

Printed Name \_\_\_\_\_