1. EMPLOYMENT
2. General Employment Policies

The Wiggin Memorial Library is established and operated in compliance with New Hampshire Statutes. The Wiggin Memorial Library is also in compliance with Federal and State laws that affect library employment policy and procedures such as the Americans with Disabilities Act, the Fair Labor Standards Act, Equal Opportunity Employment, and Affirmative Action.

1. Employment At Will

All employment at the Wiggin Memorial Library is “at will.” Except as otherwise provided by law, any employee can be terminated without cause, and with or without notice, at any time, at the option of either the Wiggin Memorial Library or the employee. No supervisor, manager, or representative of the Wiggin Memorial Library, other than the Board of Trustees, has authority to enter into any agreement for employment for any specified period of time and any promises to the contrary may only be relied upon by an employee if the promises are in writing and signed by the Board of Trustees. Nothing in this manual will be construed as a contract or promise of future employment.

1. Non-discrimination Statement

The Wiggin Memorial Library does not discriminate against qualified individuals on the basis of national origin, race, color, gender, creed, age, marital or familial status, or disability that does not impair performance of essential job functions.

1. Attracting Applicants

When permanent positions become available, the library will advertise and post notices in at least two public places. Internal applicants may apply for positions for which they are qualified. When temporary positions become available, the Library Director will pursue applicants in a manner consistent with the advice of the Board of Trustees.

1. Selection of Staff

Positions are filled on the basis of ability to fulfill job requirements. Experience, ability, education, and merit are considerations of selection. Candidates are assessed through written application, personal interview, and reference checks performed by the Library Director. The Library Director may submit recommendations to the Board of Trustees for final approval.

1. Introductory Period
2. New employees will serve an introductory period of ninety (90) calendar days, during which either the employee or the library may terminate the relationship for any reason and without prejudice.
3. During the introductory period, the employee’s benefits such as vacation, sick leave, and other leaves, will accrue as of the date of beginning work. The employee may only use such benefits during the introductory period with the permission of the Library Director.
4. New employees will be periodically reviewed and evaluated during the introductory period by the Library Director and written evaluations shall be prepared at forty (40) and seventy-five (75) days. If the evaluations are unsatisfactory, employment may be terminated.
5. Nepotism

No one of authority in the library may hire or supervise any other person related by blood or marriage within two generations.

1. Notification

An employee is requested to notify the Library Director at least two (2) weeks in advance of leaving employment.

1. Exit Interviews

The Board of Trustees or the Library Director will request an exit interview with all persons leaving the employment of the library. The employee shall have the option of selecting who they would prefer to conduct the interview.

1. References

The Library Director or the Board of Trustees shall make all employment references.

1. Personnel Administration
   1. Board of Trustees

The Board of Trustees is responsible for hiring and retaining a qualified Library Director who is not a Trustee and, in consultation with the Library Director, all other employees of the library. [RSA 202-A:15] The Library Director and library employees may be terminated only by the Board of Trustees and for specific reasons following the procedure outlined in RSA 202-A:17.

* 1. Library Director

The library director recommends to the Board of Trustees the hiring and termination of potential employees. Staff deployment and assignment are specified and monitored by the library director. The library director has the authority to appoint interim or part-time employees without prior approval by the Board of Trustees, as long as such appointment is reported to the Board of Trustees at their next regular board meeting. See Library Director job description in the appendices.

* 1. Personnel Files
     1. Personnel files are maintained by the library director and shall document the length of employment of the individual, application forms and documents pertaining to hiring, rate of pay, performance, attendance, and records of completed educational or training courses.
     2. Personnel files are confidential and are kept in a secure place. The individual, the library director, and the chairperson of the Board of Trustees shall have access to these records. Confidential records of the Board of Trustees, such as personnel records concerning the library director, shall be kept in the library and only members of the Board of Trustees and the library director shall have access to these records.
     3. Employee files should be kept up to date. If there is a change in any vital information, the employee should notify the library director.

1. Employment Classifications

Employees will be advised of their position classification at the time of hire or promotion. Position Descriptions can be found in the appendices to this policy.

* 1. Full-Time Employee

An employee who completes the introductory period and regularly works at least forty (40) or more hours per week is considered a full-time employee and is entitled to benefits.

* 1. Part-Time Employee

An employee who completes the introductory period and regularly works less than forty (40) or more hours per week is considered a part-time employee. Part-time employees are not eligible for benefits except to the extent required by provision of state and federal laws, and as delineated in this policy. Where part-time employees are entitled to benefits, the benefits shall be pro-rated in relation to the employee’s workweek in comparison to a full-time workweek.

* 1. Temporary Employee

Employees hired for specific periods of time or for the completion of a specific project will be considered temporary employees. The job assignment, work schedule and duration of the position will be determined on an individual basis. Temporary employees are not eligible for benefits except to the extent required by provision of state and federal laws. Temporary employees shall work a regular schedule in a position not intended to be a growth position.

1. CONDUCT AND DISCIPLINE
2. Causes for Disciplinary Action
   1. Use of Facilities/Materials

Appropriation of library facilities or materials which financially harms the library, does harm to the public image of the library, or contradicts established library policy is cause for disciplinary action. Violation of any of the following policies will constitute misuse and may be cause for disciplinary action:

* + 1. Only authorized personnel are permitted to post, remove, or alter any notices on the bulletin board.
    2. The Wiggin Memorial Library does not condone the illegal duplication of software, movies, music, or written literature.
    3. Personal phone calls are to be kept to a minimum.
    4. The Wiggin Memorial Library is not to be used as a personal legal mailing address.
    5. Employees may borrow certain library tools or equipment for their own personal use with prior approval from the library director. Tools and equipment must be returned in a timely manner and in the same condition as they were in when borrowed.
    6. Employees must notify the library director of faulty or unsafe machinery. Employees must not operate an unsafe or faulty machine or modify the safeguards provided.
  1. Other causes for disciplinary action up to dismissal include, but are not limited to:

1. Violations of the library’s policies regarding intellectual freedom.
2. Insubordination towards a supervisor.
3. Neglect of duty or incompetence.
4. Possession, sale or use of alcohol or a controlled substance while on duty.
5. Reporting to work under the influence of alcohol or a controlled substance.
6. Flagrant disregard of Town of Stratham ordinances or policies, library policy, state or federal law.
7. Frequent tardiness or unauthorized absence from work.
8. Accepting gifts in return for special consideration or favors.
9. Repeated discourtesy towards members of the public or other employees.
10. Poor performance evaluations.
11. Negligence or any careless action which endangers oneself or others.
12. Any violation of confidentiality or disclosure of personal information.
13. Discipline Policy

The Board of Trustees is responsible for disciplining the library director. The library director is responsible for disciplining other employees.

* 1. The library director may at any time warn, suspend, or recommend the dismissal of an employee. The library director is expected to follow a three-step procedure in a timely manner. There may be particular situations in which the seriousness of the offense justifies the omission of one or more steps in the procedure:

1. Verbal Reminder
2. Written Warning
3. Suspension or Dismissal (or other disciplinary action)
   1. Except under circumstances where immediate action is required, the library director shall inform an employee of any reason or consideration for suspension or dismissal and give the employee the opportunity to respond to the allegations before taking disciplinary action.
4. Grievance
   1. An employee having a complaint should bring it to the attention of the library director. Failure to come to a mutually satisfactory conclusion entitles the employee to a hearing before the Board of Trustees within thirty (30) days.
   2. Harassment
      1. Harassment can take many forms. Harassment may be, but is not limited to, words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.
      2. Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact or a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile, or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.
      3. An employee witness to or who becomes aware of an incident of harassment must report it to the library director.
      4. Any employee found to have harassed fellow employees, a subordinate, or the general public while on duty will be subject to disciplinary action.
5. Termination
   1. Library employees may be terminated by the Board of Trustees in accordance with NH RSA 202-A:17 for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee’s duties.
   2. Upon request within thirty (30) days of the written notice of termination, employees may have a public hearing in front of the Board of Trustees, which must take place within thirty (30) days of the hearing request.
6. COMPENSATION AND PERFORMANCE
7. Wage and Salary Policies

The library desires to pay wages and salaries that are motivational, fair, and equitable for duties and responsibilities assigned, and competitive with other municipalities in New Hampshire.

* 1. Basis for Determining Pay

Salary is determined on an annual basis, figured by the number of work hours expected, plus a figure commensurate with professional duties. Other factors may include the length of time of employment and approval of the library budget at the annual Town Meeting.

* 1. Rate of Pay

The Board of Trustees with advice of the Library Director determines an employee’s starting rate of pay.

* 1. Method of Payment

Employees are paid through the Town of Stratham payroll system. The timing and procedure of payment is set according to the Town Policy.

1. Type of Payment
   1. Exempt Positions

Positions representing exempt employment are based on responsibilities performed, not a specific number of hours worked and will be paid on the basis of a yearly salary, divided by the number of pay periods set by the Town.

* 1. Non-exempt Positions

Positions representing non-exempt employment are based on a specific number of hours worked and will be paid on the basis of an hourly rate.

* 1. Overtime Compensation

There is no provision for overtime compensation.

1. Performance and Compensation Reviews
   1. Performance Evaluation
      1. Each staff member will be evaluated at least once annually. The Board of Trustees will evaluate the library director and the library director will evaluate all other employees.
      2. Evaluations will be a consideration for wage increases, promotions, disciplinary action, or dismissal.
      3. Information gathered from fellow employees, trustees, and patrons might be considered.
      4. During performance evaluations, the evaluator may consider the following:

* Attendance, initiative, and effort
* Quality and quantity of work
* Relationship with other employees and patrons
  1. Evaluating the Library Director

The Board of Trustees shall evaluate the library director. During this process the Board shall:

1. Prepare an initial review based upon the position description with input from all members of the Board.
2. Meet with the library director to discuss the evaluation.
3. Submit a report detailing the review and the discussion.

The library director may appeal to the Board of Trustees

1. Work Schedule
   1. Breaks
2. Employees who work more than two and a half hours in a shift are entitled to a fifteen-minute break. Employees who work more than four and a half hours in a shift are entitled to an additional half-hour meal break. Employees who work more than six and a half hours are entitled to an additional fifteen-minute break.
3. All breaks will be scheduled to assure sufficient coverage in the library.
   1. Absences or Lateness

a. Employees should notify the library director of absence or lateness as soon as possible.

* 1. Staff Meetings

1. Staff Meetings will be held regularly and employees will be informed if attendance at a meeting is expected.
2. If staff meetings are held outside an employee’s regularly scheduled workday, full-time employees will be given compensatory time off and part-time employees will be paid for the time of the meeting.
3. BENEFITS
4. Paid Leave Time
5. Holidays
6. Eligibility

Permanent employees who are scheduled to work an average of at least 20 hours per week receive paid holidays after the introductory period.

1. Policies

Some town/state/federal holidays may be scheduled as regular workdays at the library. The library director will coordinate this schedule with the Board of Trustees and establish appropriate staffing. Employees who work holidays will be paid for their hours at their regular rate of pay.

1. Recognized Holidays

The following holidays are recognized as paid holidays:

New Year’s Day Veteran’s Day

Martin Luther King, Jr. Civil Rights Day Thanksgiving Day

Memorial Day Thanksgiving Friday

Independence Day Christmas Eve Day

Labor Day Christmas Day

1. Religious Holidays

Employees may take time off to observe other religious holidays if the library director is notified in advance. Employees may use a vacation or personal day or may take time off without pay.

1. Holiday During Vacation Leave

If a library paid holiday falls during a scheduled vacation period it does not count as a vacation day.

1. Vacation
2. Eligibility

Permanent employees who are scheduled to work an average of at least 20 hours per week are eligible for paid vacation following the introductory period.

1. Amount of Vacation

Permanent employees accrue vacation per payperiod (biweekly). The vacation accrual rate is based on length of employment, as follows for full-time employees (part-time employees are pro-rated)\*

|  |  |
| --- | --- |
| Years of Employment | Maximum Accrual Per Year (Days) |
| Less than five | 10 |
| Five, but less than ten | 15 |
| Ten, but less than twenty | 20 |
| Twenty or more | 25 |

\*The Board has discretion at hiring to start accrual anywhere within this table

1. Scheduling Vacation

Vacation leave should be scheduled with the library director. If a scheduling conflict should arise then time of request, work record, and length of employment with the library shall be deciding factors. The library director’s vacation should be scheduled with the Board of Trustees.

1. Accumulation

Unused vacation time may be carried over and accumulated for use in subsequent calendar years, however no more than fifty percent (50%) of possible vacation accrual in any single calendar year may be carried over and accumulated, and no more than 160 hours of total vacation time may be accumulated.

1. Payment in Lieu of Vacation

Payment in lieu of a vacation will only be granted with advance approval in writing by the Board of Trustees. There should be some reason provided by the library director as to why the vacation time was not taken in a timely manner. If payment in lieu of vacation is approved, one (1) week of vacation is equivalent to a regular scheduled workweek at the employee’s basic straight time hourly rate.

1. Separation

Upon separation, an employee is entitled to a cash payment of earned but unused vacation leave. Accrued but unused vacation pay will be paid to the employee upon termination of employment or in the next scheduled payperiod.

1. Accrual During Approved Leave of Absence

An approved leave of absence of less than thirty (30) days will not affect vacation eligibility; should the leave extend beyond thirty (30) days, vacation time will not continue to accrue.

1. Sick Leave
2. Eligibility

Permanent employees who are scheduled to work an average of at least 20 hours per week are eligible for paid sick leave following the introductory period.

1. Amount of Sick Leave

Permanent employees accrue sick leave per payperiod (biweekly). Sick leave accrues at the rate of three-fourths (3/4) day (a day being 8 hours, equaling a rate of 6 hours accrued per month) for each month of employment with the library (part-time employees are pro-rated).

1. Medical Certification

Medical certification may be required for both paid and unpaid sick leave.

1. Accumulation

Unused sick leave may be carried over and accumulated for use in subsequent calendar years, however no more than twenty-eight (28) days (equaling 224 hours) of sick leave may be accumulated.

1. Separation

In the event of separation from the library, no compensation will be made for earned but unused sick leave. Upon state retirement or death, the employee will receive payment for any accumulated but unused sick leave at his/her normal rate of pay.

1. Exceptions

The sick leave policy does not apply if sick leave is needed as a result of self-inflicted injury, illegal substance or alcohol abuse, or illness or injury incurred in the commission of a criminal offense.

1. Worker’s Compensation

The sick leave policy shall not apply to any lost time paid for by worker’s compensation. An illness or injury covered by worker’s compensation will defer to New Hampshire State Statutes.

1. Educational Leave of Absence

An educational leave of absence may be approved if the desired curriculum is of benefit to the employee and the library.

1. Request for Educational Leave

A request for unpaid educational leave of absence should be made to the library director or, in the case of the library director, to the Board of Trustees. All requests will be reviewed and the decision regarding the request shall be final.

1. Insurance
   * While on an educational leave of absence, the library will continue group health insurance benefits under the same terms as provided to other employees for a maximum of thirty (30) days during any calendar year.
   * If the educational leave extends beyond thirty (30) days, an employee will be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules. Other accumulated benefits such as seniority, retirement, service credits, sick leave, vacation leave, etc. shall be preserved at the level earned as of commencement of the educational leave.
2. Holiday Pay

A full-time employee on extended leave of absence shall forfeit any paid holiday during that leave of absence. Extended leaves of absence shall be subject to review by the Board of Trustees and the employee may lose benefits and/or their position.

1. Compassionate Leave

Permanent employees are entitled to a maximum of five (5) days per year with pay to take care of personal matters related to the death of a relative or close friend.

1. Jury Duty/Court Leave
2. Paid Leave

Permanent employees called to serve on jury duty, subpoenaed, or ordered to attend court will be granted leave with pay minus the compensation received while in service.

1. Benefits

Benefits will continue to accrue while the employee is in service.

1. Personal Leave
2. Eligibility

Permanent employees are entitled to take two days of paid and three days of unpaid personal leave during each calendar year following the introductory period. Leave is granted at the discretion of the library director on the advice of the Board of Trustees.

1. Separation

In the event of separation from the library, no compensation will be made for unused personal leave.

1. Voting Privileges
2. An employee will be allowed adequate paid time to vote during a regularly scheduled workday if prior arrangements are made with the library director.
3. Military Reserves Leave
4. Employees who are called for armed forces reserve will retain all their legal rights for continued employment.
5. Permanent employees having completed the introductory period will be reimbursed by the library for the difference between reservists pay and regular pay, not to exceed eight (8) hours per day, for a maximum of ten (10) working days per year upon documentation of reserve service.
6. Benefits shall accrue without interruption during the first thirty (30) days of reserve service during any calendar year.
7. Family and Medical Leave

Permanent employees are entitled to job-protected family or medical leaves of absence if unable to work due to pressing family or medical concerns, and maternity leave (beyond that provided) in the case of employee pregnancy. Family/Medical Leave is an unpaid leave of absence available to eligible employees in the event of a birth or adoption, or a serious illness of the employee or the employee’s child, spouse, or parent creating a need for extended family or medical leave.

* 1. Permanent, full-time employees are eligible for up to six (6) weeks of paid Maternity Leave after one (1) year’s employment.
  2. Permanent, full-time employees are eligible for up to two (2) weeks of paid Paternity Leave after one (1) year’s employment.
  3. Permanent employees are eligible for up to twelve (12) weeks of Family/Medical Leave per year after one (1) year’s employment.
  4. Leave of absence rights available under other sections of this policy shall be counted towards the total time off available under this section. At the time Family/Medical Leave begins, any accrued personal leave, sick leave, or vacation leave will be paid.
  5. Other accumulated fringe benefits such as seniority, retirement, service credits, sick leave, vacation leave, etc. shall not accrue further during the Family/Medical Leave.
  6. The library requests two (2) weeks advance notification of the intended return date.

1. Staff Development and Education
2. Continuing Education/Course Work
3. Time Off

Library employees will be given time off to attend educational programs related to their work at the discretion of the library director or, in the case of the library director, the Board of Trustees.

1. Compensation

Employees will be paid for regular hours missed while attending one-time programs. For ongoing programs or classes that meet more than once, whenever possible the employee will be rescheduled so that the program does not interfere with work hours.

1. Tuition Reimbursement

The library will reimburse an employee’s course tuition at an approved program upon successful completion of the course. Undergraduate courses are reimbursed at 75% for a grade of B and 100% for a grade of A. Graduate courses are reimbursed at 100% for a grade of B or better.

1. Distribution

Except for special dispensation by the Board of Trustees, no one employee shall receive more than 50% of the total education reimbursement budget available in any single budget year.

1. Workshops and Seminars, Conferences, Professional Meetings, and Travel
2. Library employees are encouraged to attend workshops and seminars that improve library service. Attendance at library association conferences and other professional meetings is encouraged.
3. The library will pay dues, registration, travel, and other expenses incurred through the attendance of workshops, seminars, conferences, and meetings. Payment will either be in advance (registration, dues) or by reimbursement (travel, meals) and is subject to advance approval of the library director and the Board of Trustees and based on the library’s travel reimbursement procedure.
4. Insurance

Permanent full-time employees are eligible for health insurance coverage under the Town of Stratham’s Personnel Policy. Sections H and I of the Town of Stratham’s Personnel Policy are made a part of this document by reference.

1. Retirement

The library, through the Town, participates in the State of New Hampshire Retirement System. All full-time, permanent employees are enrolled. Details of the system are available from the Town Administrator or the Town Benefits Administrator. Section J of the Town of Stratham’s Personnel Policy is made a part of this document by reference.

1. OTHER POLICIES
2. Accidents/First Aid/Unsafe Working Conditions
3. OSHA/New Hampshire State Workers’ Compensation

By federal law, the Occupational Safety and Health Administration (OSHA) requires that records be kept of all illness and accidents which occur during the workday. The New Hampshire State Workers’ Compensation Act also requires that any illness or injury on the job be reported. OSHA provides for the right to know about any health hazards, which might be present on the job. Any questions or concerns should be directed to the library director or the Town’s Joint Loss Management Committee.

1. Blood Borne Pathogens Policy

The Wiggin Memorial Library complies with the federal Occupational Safety and Health Administration regulations relating to occupational exposures to blood borne pathogens.

1. Exposure Determination: No particular job classification of the library has occupational exposure (meaning “reasonably anticipated contact with blood or other potentially infectious materials”) that may result from the performance of an employee’s duties, however emergencies may occur with staff or patrons to which library employees in all classifications may be called upon to respond with assistance. Emergencies with “out of control” individuals (e.g. biting, spitting, etc.) could pose an individual threat
2. Standard Precautions: All potential circumstances of exposure must be taken into account by the library and its employees to protect against exposures. All human blood and body fluids are to be treated as if known to be infectious
3. Exposure Control Plan: At any time within the library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined even if the entire library must be closed to accomplish this completely. Personal protection such as gloves, gowns, masks, etc. shall be provided and used in the clean up and safe disposal of contaminated waste such as diapers, blood-tinged materials (e.g. Band-Aids, gauze, etc.). If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. Hand washing facilities are provided by the library and must be used by employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept as required by the regulations
4. Training and Immunizations: The library shall provide annual in-service training/educational programs for all employees. Any employee who has an occupational exposure shall be offered, at no charge, the Hepatitis B vaccine series in accordance with regulations. Following the report of an exposure incident, the library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow-up as provided in the regulations.
5. First-Aid Supplies

First aid kits are available in the library for employee use.

1. Health Examinations

The library may require an employee to participate in a health examination to determine the employee’s fitness to perform essential job functions. The library shall pay for all such exams.

1. Inclement Weather and “Acts of God”

If the library is open, employees are expected to work their scheduled hours. Employees should assume the library is open during regular hours unless informed otherwise. If the library closes, employees will be paid for what their scheduled hours would have been for that day.

1. Expense Reimbursement

An employee must have the library director’s authorization to incur an expense on behalf of the library. To be reimbursed for all authorized expenses an employee should submit a reimbursement request accompanied by receipts.

1. Gifts
2. All gifts valued in excess of $25 shall be referred to the library director who will notify the Board of Trustees.
3. An acknowledgement shall be sent to the donor.
4. Solicitations and Distributions
5. Employees are not permitted to sell chances, merchandise, or otherwise solicit money or contributions without the library director’s approval.
6. People not employed by the library are prohibited from soliciting or distributing literature on library property without the permission of the library director.
7. AREAS NOT COVERED HEREIN

The library shall abide with the Personnel Policy of the Town of Stratham in all areas not covered in this policy.

ADOPTION

This policy shall be in effect when approved by the Board of Trustees. A copy shall be distributed to each library employee.

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Trustee Date

**Appendix A: Job Descriptions**

|  |  |
| --- | --- |
| **Position Title:** Director | **Date Revised:** 2/2017 |
| **Subcategory:** | **Classification:** Exempt, Full-Time |
| **Department:** Library | **Reports to:** Board of Trustees |

**MISSION**

*The director manages the library for the community overseeing the finances, personnel, physical plant, collections and communications. The director sets the tone of the library in the contexts of customer service, community-building, library advocacy and community trends. The director supervises library staff: training, coaching, correcting and supporting all staff members and contributing actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Fundraising & Budgeting**

* Responsible for budget preparation (for Board of Trustees), presentation, and administration; maximizes benefit to cost ratios; reports.
* Manages financial software with Board of Trustees Treasurer; reports monthly to Board of Trustees.
* Organizes financial information for annual audit.
* Uses library and town resources responsibly.
* Secures and allocates alternative funding sources to support programs and services.
* Maintains positive relationship with Friends of the Library as a resource for funding and volunteers.

**Administration**

* Responsible for all aspects of employee and performance management; employs effective practices when seeking and hiring new staff; establishes a team-centered approach to work.
* Maintains records and statistics related to the collection, programs & services; uses as tool for evaluation, to direct decisions, and to communicate about the library; sets and achieves goals for library use; reports required statistics to the State Library.
* Actively leads library management team, including long-range planning, problem solving, policy development, and performance management; represents the library at community and town government meetings.
* Governs the infrastructure necessary to a successful library including physical plant, technology, collections, statistics collection, etc.
* Structures internal library communications with and between staff members;
* Establishes and manages a safe and secure library environment through library policies, procedures and guidelines and staff training.
* Manages the daily administration and operation of the library; provides expert knowledge of circulation tasks, customer service practices, library technology, physical infrastructure, and library policy and procedure.
* Builds positive relations and communicates effectively with the Board of Trustees.

**Customer Service**

* Establishes library customer-service practices and principles; Provides excellent customer service and is committed to public service values; trains and mentors colleagues in library customer service principles.
* Analyzes and responds to community interests and concerns regarding library services.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*
* Provides timely and clear information to other library staff about services, policies, and procedures that impact the public.
* Staffs circulation desk as needed; coordinates with assistant director to ensure that main circulation desk has staffing during open hours.

**Collection Development and Cataloging**

* Manages the electronic and subscription collections in the context of customer demand, curriculum-support needs, cost effectiveness, and community trends.
* Manages the library ILS in order to create successful customer experiences, the best possible workflow, and fiscally responsible collection management.
* Collaborates with assistant director to make classification, cataloging, and location changes that make library collections more accessible.
* Creates tools to facilitate access to and raise awareness of the electronic and subscription collections including displays, OPAC tools, etc.; promotes electronic/subscription collections through all available communication channels.

**Programming**

* Plans, produces, and coordinates programs in areas of need, especially technology, in the context of community activities and scheduled to allow greatest access (including afternoons, evenings, weekends).
* Assists assistant director with promotion and publicity for programs and events for adults.

**Community Collaboration and Outreach**

* Provides outreach to community groups and organizations, advocating for the library and providing program support and other services; tracks outreach and reports.
* Gives promotional presentations and tours of the library in order to promote reading and raise awareness of library services.
* Actively seeks partnerships with community businesses, organizations, and groups in furtherance of library mission and goals and cost-sharing.

**Publicity and Marketing**

* Responsible for library marketing, public relations, branding, and all forms of representation of the library to the community.
* Manage, develop, and oversee library web site, social media, and other electronic communications and presences.
* Uses print, social media, electronic communications, web pages, and other forms of communication effectively to promote the library, services, programs, and collections.
* Maintains high visibility in community and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Anticipates, identifies and analyzes emerging community issues/needs to determine direction for related library services and collections.
* Participates in community civic, neighborhood, and school initiatives in order to be informed about current community trends and interests.
* Participates on town committees or initiatives.
* Attends and/or presents at state, regional, and national conferences and educational sessions relevant to work; shows commitment to ongoing professional development. Maintains active membership in local and regional professional groups and associations.
* Creates and presents training for library staff including technology competencies.

**Support Library Mission & Goals**

* Implements strategic plan for library; coordinates strategic planning process for Board of Trustees.
* Develops the library’s mission and goals in collaboration with the Board of Trustees; Advocates for the library’s mission and goals in the community.
* Prepares policy drafts and amendments for review by Board of Trustees.
* Develops, understands, and is committed to the library’s culture, policies, and procedures and can maintain and express them persuasively.
* Promotes open and constructive communication internally and externally that advances the goals and mission of the library.

**OTHER DUTIES**

* Provides effective reference and reader’s advisory services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources) to library visitors.
* Shelves materials and reads shelves to maintain order and collection accessibility.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures and guidelines and being aware of persons within the facility.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly.
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited masters degree in a field related to management, business, or public administration.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a managing librarian, CEO, COO, or other executive-level position.
* Successful management experience (especially supervisory) in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises all library employees; delegates some supervisory duties as appropriate.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 50 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Full-time, 40 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming or community outreach. Schedule will be determined between Board of Trustees and library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have excellent written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public both individually and in groups; must have empathy with people, care about their interests, activities, and problems.
* Solid analytical skills including the ability to gather and analyze data, identify problems and opportunities, compare results and consider options for solutions.
* Uses computers and the internet effectively for providing customer service/ ability to provide basic user maintenance on computer and printer hardware.
* Experience with and interest in mobile devices for information and recreational use.
* Experience or demonstrated ability in public speaking techniques.
* Working knowledge of adult literature and materials.
* Ability to apply library procedures and policies and other professional knowledge to the practical problems of the job.
* Ability and interest to make effective presentations to groups of any size.
* Proven leadership qualities.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class oversee all planning, operational, financial, and personnel management functions and act as the chief executive officer of the library. The primary functions of the Director include budgeting and financial planning, personnel management/human resources, planning and implementing services and programs, managing collections, and allocating resources. This employee is required to analyze and evaluate the needs of the community to provide library services that meet educational, informational, and recreational needs. Work is performed independently under the broad direction of the Board of Trustees who reviews work for the quality of implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on library’s fiscal condition and the public’s acceptance of programs, personnel, and facilities.

|  |  |
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| **Position Title:** Assistant Director | **Date Revised:** 2/2017) |
| **Subcategory:** | **Classification:** Exempt, Full-Time |
| **Department:** Library | **Reports to:** Library Director |

**MISSION**

The assistant director manages adult services for the community in the context of customer service, community-building, library advocacy and community trends. The assistant director is a co-supervisor of library staff, training, coaching, correcting and supporting all staff members and contributing actively to a team-centered approach to work.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Fundraising & Budgeting**

* Participates in budget preparation and administration; manages assigned budget, maximizes benefit to cost ratios; reports.
* Secures and allocates alternative funding sources to support programs and services.
* Serves as staff liaison to Friends of the Library as a resource for funding and volunteers.

**Administration**

* Actively participates in library management team, including long-range planning, problem solving, policy development, and performance management; represents the library at community meetings as required.
* Staffs circulation desk as needed; coordinates with library director to ensure that main circulation desk has staffing during open hours.
* Determines needs and tasks for volunteers in adult services; recruits, trains, and supervises volunteers.
* Supervises, trains, and appraises library shelvers; assists director with performance management and appraisal of other employees.

**Customer Service**

* Provides excellent customer service and is committed to public service values; trains and mentors colleagues in library customer service principles.
* Provides effective reference and reader’s advisory services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources) to library visitors.
* Analyzes and responds to community interests and concerns regarding adult services.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*
* Provides timely and clear information to other library staff about adult services.

**Collection Development and Cataloging**

* Manages the print and nonprint collections for adults in the context of customer demand, curriculum-support needs, and community trends. Evaluates donated materials to determine if they warrant addition to the collection.
* Performs cataloging and processing/repair activities related to adult materials in cooperation with Cataloging Librarian. Makes classification and cataloging changes that make library collections more accessible.
* Creates tools to facilitate access to and raise awareness of the collections including displays, booklists, OPAC tools, etc.

**Programming**

* Plans, produces, and coordinates programs for adults, in the context of community activities and scheduled to allow greatest access (including afternoons, evenings, weekends).
* Collaborates with youth services staff to provide programs/services to adults visiting the library with teens and/or children.
* Coordinates and implements any Summer Reading Program for adults, including planning, organizing, and presenting summer activities and services and coordinating with other staff.
* Coordinates library book sales for the Board of Trustees.

**Community Collaboration and Outreach**

* Serves as liaison with Stratham Historical Society and other organizations, providing program support and other services.
* Gives promotional presentations and tours of the library in order to promote reading and raise awareness of library services.
* Provides robust services to readers in the community to meet demand.

**Publicity and Marketing**

* Creates and distributes weekly electronic newsletter promoting new materials, upcoming programs and events, services, and other items of interest to the community.
* Uses print, social media, electronic communications, web pages, and other forms of communication effectively to promote the library, services, programs, and collections.
* Maintains high visibility in community and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Identifies and analyzes emerging community issues/needs to determine direction for related library services and collections.
* Participates in workshops and training for staff development. Maintains active membership in local and regional professional groups and associations.
* Assists library director with creating and presenting training for other library staff.

**Support Library Mission & Goals**

* Acts as library director in director’s absence.
* Understands and can advocate for the library’s mission and goals in the community.
* Maintains records and statistics related to the collection, programs & services; uses as tool for evaluation, to direct future decisions, and to communicate about the library.
* Flexibility and willingness to work in different service areas of the library.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures and guidelines and being aware of persons within the facility.

**OTHER DUTIES**

* Shelves materials and reads shelves to maintain order and collection accessibility.
* Participates on town committees or initiatives as requested.
* Checks for overdue materials and contacts patrons as needed.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly.
* Attends work on a regular, punctual, and dependable basis.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited masters degree in a field related to adult services, education, management, or business.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a librarian, teacher or services to adults.
* Successful management experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises shelvers, volunteers, substitutes; supervises customer service librarians cooperatively with the director; supervises children’s librarians, teen librarian when director is unavailable.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Full-time, 40 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming or community outreach. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have excellent written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public both individually and in groups; must have empathy with people, care about their interests, activities, and problems.
* Solid analytical skills including the ability to gather and analyze data, identify problems and opportunities, compare results and consider options for solutions.
* Uses computers and the internet effectively for providing customer service/ ability to provide basic user maintenance on computer and printer hardware.
* Experience with and interest in mobile devices for information and recreational use.
* Experience or demonstrated ability in public speaking techniques.
* Working knowledge of adult literature and materials.
* Ability to apply library procedures and policies and other professional knowledge to the practical problems of the job.
* Ability and interest to make effective presentations to groups of any size.
* Proven leadership qualities.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class analyze and evaluate the needs of the community to provide library services that meet educational, informational, and recreational needs. The primary function of the Assistant Director includes planning and implementing services and programs, managing collections, supervising employees, and allocating resources, as well as acting as director when necessary. Work is performed independently under the broad direction and guidance of the Library Director who reviews work for the quality of program implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on library’s fiscal condition and the public’s acceptance of programs, personnel, and facilities.

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| **Position Title:** Children’s Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** Elementary and Collection Development Specialist | **Classification:** Non-Exempt, Full-Time |
| **Department:** Library | **Reports to:** Library Director |

**MISSION**

*The children’s elementary and collection development specialist librarian manages the collections for birth through 5th grade and their families in the community in the context of customer demand, community-building, children’s curriculum-support needs, and community trends. This librarian also manages programming for 1st through 5th grade.* *This librarian is a liaison to the Stratham Memorial School, local private schools, and homeschooling families and organizations. Children’s librarians seek partnerships with other town departments and organizations that benefit young children and their families.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Fundraising & Budgeting**

* Participates in budget preparation and administration; manages assigned budget, maximizes benefit to cost ratios and reports.
* Secures and allocates alternative funding sources to support programs and services.
* Maintains positive relationship with Friends of the Library as a resource for funding and volunteers.

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reference and reader’s advisory services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources) to children and their families.
* Analyzes and responds to community interests and concerns regarding children’s services.
* Fairly and tactfully enforces library and children’s room policies with patrons while balancing the importance of patron satisfaction*.*
* Provides timely and clear information to other library staff about youth services.

**Collection Development and Cataloging**

* Manages the print and nonprint collections for children from birth through 5th grade and their families in the context of customer demand, curriculum-support needs, and community trends. Delegates appropriate collection areas to other staff when appropriate. Evaluates donated materials to determine if they warrant addition to the collection.
* Performs cataloging and processing/repair activities related to children’s room materials in cooperation with Cataloging Librarian. Makes classification and cataloging changes that make library collections more accessible.
* Creates tools to facilitate access to and raise awareness of the collections including displays, booklists, OPAC tools, etc.

**Programming**

* Plans, produces, and coordinates programs for children, primarily elementary-school aged (K through 5th grade), including family activities, in the context of school and community activities and scheduled to allow greatest access (including afternoons, evenings, weekends).
* Collaborates with adult and teen services staff to provide programs/services to adults visiting the library with children and/or children transitioning to the teen services area.
* Works with the Summer Reading Program coordinator to present summer activities and services as part of the overall program with special focus on elementary-aged children.
* Staffs youth circulation desk during programs being provided by other library staff; coordinates with other youth services staff to ensure that youth circulation desk has staffing during open hours whenever possible.
* Recruits, trains, and supervises volunteers.

**School/Community Collaboration and Outreach**

* Serves as liaison with school librarians, teachers, and administration, providing curriculum support and other services.
* Visits schools (primarily Stratham Memorial School) and other locations serving children and families.
* Gives promotional presentations and tours of the library in order to promote reading and raise awareness of library services.
* Provides robust services to homeschooling families and organizations to meet demand.

**Publicity and Marketing**

* Uses print, social media, electronic communications, web pages, and other forms of communication effectively to promote the library, services, programs, and collections.
* Maintains high visibility in community and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Identifies and analyzes emerging community issues/needs to determine direction for related library services and collections.
* Participates in workshops and training for staff development. Maintains active membership in local and regional professional groups and associations. Documents continuing education activities.

**Support Library Mission & Goals**

* Understands and can advocate for the library’s mission and goals in the community.
* Maintains records and statistics related to the collection, programs & services; uses as tool for evaluation, to direct future decisions, and to communicate about the library.
* Actively participates in library management team, including long-range planning, problem solving and policy development; represents the library at community meetings as required.
* Flexibility and willingness to work in different service areas of the library.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures and guidelines and being aware of persons within the facility.

**OTHER DUTIES**

* Shelves materials and reads shelves to maintain order and collection accessibility.
* Checks for overdue materials and contacts patrons.
* Participates on town committees or initiatives as requested.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly.
* Attends work on a regular, punctual, and dependable basis.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited masters degree in a field related to child development and/or youth services.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a children’s librarian, teacher or with children and families.
* Successful management experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises children’s services assistant in cooperation with other children’s librarian.
* Supervises shelvers, volunteers, substitutes when other supervisors are unavailable.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space and with children.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Full-time, 40 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming or community outreach. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have excellent written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with children both individually and in groups; must have empathy with children and young adults, care about their interests, activities, and problems.
* Solid analytical skills including the ability to gather and analyze data, identify problems and opportunities, compare results and consider options for solutions.
* Uses computers and the internet effectively for providing customer service/ ability to provide basic user maintenance on computer and printer hardware.
* Experience with and interest in mobile devices for information and recreational use.
* Experience or demonstrated ability in storytelling, book talking, and other public performance techniques.
* Working knowledge of childhood development and learning stages, children’s and young adult literature and materials.
* Ability to apply library procedures and policies and other professional knowledge to the practical problems of the job.
* Ability and interest to make effective presentations to groups of any size.
* Proven leadership qualities.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class analyze and evaluate the needs of the community to provide library services that meet educational, informational, and recreational needs. The primary function of the Children’s Librarian includes planning and implementing services and programs, managing collections, supervising children’s room staff, and allocating resources. Work is performed independently under the broad direction and guidance of the Library Director who reviews work for the quality of program implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on library’s fiscal condition and the public’s acceptance of programs, personnel, and facilities.

|  |  |
| --- | --- |
| **Position Title:** Children’s Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** Elementary and Collection Development Specialist | **Classification:** Non-Exempt, Full-Time |
| **Department:** Library | **Reports to:** Library Director |

**MISSION**

*The children’s elementary and collection development specialist librarian manages the collections for birth through 5th grade and their families in the community in the context of customer demand, community-building, children’s curriculum-support needs, and community trends. This librarian also manages programming for 1st through 5th grade.* *This librarian is a liaison to the Stratham Memorial School, local private schools, and homeschooling families and organizations. Children’s librarians seek partnerships with other town departments and organizations that benefit young children and their families.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Fundraising & Budgeting**

* Participates in budget preparation and administration; manages assigned budget, maximizes benefit to cost ratios and reports.
* Secures and allocates alternative funding sources to support programs and services.
* Maintains positive relationship with Friends of the Library as a resource for funding and volunteers.

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reference and reader’s advisory services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources) to children and their families.
* Analyzes and responds to community interests and concerns regarding children’s services.
* Fairly and tactfully enforces library and children’s room policies with patrons while balancing the importance of patron satisfaction*.*
* Provides timely and clear information to other library staff about youth services.

**Collection Development and Cataloging**

* Manages the print and nonprint collections for children from birth through 5th grade and their families in the context of customer demand, curriculum-support needs, and community trends. Delegates appropriate collection areas to other staff when appropriate. Evaluates donated materials to determine if they warrant addition to the collection.
* Performs cataloging and processing/repair activities related to children’s room materials in cooperation with Cataloging Librarian. Makes classification and cataloging changes that make library collections more accessible.
* Creates tools to facilitate access to and raise awareness of the collections including displays, booklists, OPAC tools, etc.

**Programming**

* Plans, produces, and coordinates programs for children, primarily elementary-school aged (K through 5th grade), including family activities, in the context of school and community activities and scheduled to allow greatest access (including afternoons, evenings, weekends).
* Collaborates with adult and teen services staff to provide programs/services to adults visiting the library with children and/or children transitioning to the teen services area.
* Works with the Summer Reading Program coordinator to present summer activities and services as part of the overall program with special focus on elementary-aged children.
* Staffs youth circulation desk during programs being provided by other library staff; coordinates with other youth services staff to ensure that youth circulation desk has staffing during open hours whenever possible.
* Recruits, trains, and supervises volunteers.

**School/Community Collaboration and Outreach**

* Serves as liaison with school librarians, teachers, and administration, providing curriculum support and other services.
* Visits schools (primarily Stratham Memorial School) and other locations serving children and families.
* Gives promotional presentations and tours of the library in order to promote reading and raise awareness of library services.
* Provides robust services to homeschooling families and organizations to meet demand.

**Publicity and Marketing**

* Uses print, social media, electronic communications, web pages, and other forms of communication effectively to promote the library, services, programs, and collections.
* Maintains high visibility in community and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Identifies and analyzes emerging community issues/needs to determine direction for related library services and collections.
* Participates in workshops and training for staff development. Maintains active membership in local and regional professional groups and associations. Documents continuing education activities.

**Support Library Mission & Goals**

* Understands and can advocate for the library’s mission and goals in the community.
* Maintains records and statistics related to the collection, programs & services; uses as tool for evaluation, to direct future decisions, and to communicate about the library.
* Actively participates in library management team, including long-range planning, problem solving and policy development; represents the library at community meetings as required.
* Flexibility and willingness to work in different service areas of the library.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures and guidelines and being aware of persons within the facility.

**OTHER DUTIES**

* Shelves materials and reads shelves to maintain order and collection accessibility.
* Checks for overdue materials and contacts patrons.
* Participates on town committees or initiatives as requested.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly.
* Attends work on a regular, punctual, and dependable basis.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited masters degree in a field related to child development and/or youth services.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a children’s librarian, teacher or with children and families.
* Successful management experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises children’s services assistant in cooperation with other children’s librarian.
* Supervises shelvers, volunteers, substitutes when other supervisors are unavailable.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space and with children.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Full-time, 40 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming or community outreach. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have excellent written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with children both individually and in groups; must have empathy with children and young adults, care about their interests, activities, and problems.
* Solid analytical skills including the ability to gather and analyze data, identify problems and opportunities, compare results and consider options for solutions.
* Uses computers and the internet effectively for providing customer service/ ability to provide basic user maintenance on computer and printer hardware.
* Experience with and interest in mobile devices for information and recreational use.
* Experience or demonstrated ability in storytelling, book talking, and other public performance techniques.
* Working knowledge of childhood development and learning stages, children’s and young adult literature and materials.
* Ability to apply library procedures and policies and other professional knowledge to the practical problems of the job.
* Ability and interest to make effective presentations to groups of any size.
* Proven leadership qualities.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class analyze and evaluate the needs of the community to provide library services that meet educational, informational, and recreational needs. The primary function of the Children’s Librarian includes planning and implementing services and programs, managing collections, supervising children’s room staff, and allocating resources. Work is performed independently under the broad direction and guidance of the Library Director who reviews work for the quality of program implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on library’s fiscal condition and the public’s acceptance of programs, personnel, and facilities.

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| **Position Title:** Teen Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** | **Classification:** Non-Exempt, Full-Time |
| **Department:** Library | **Reports to:** Library Director |

**MISSION**

*The teen librarian manages services for 5th grade through age 16 in the community in the context of customer service, community-building, library advocacy and community trends. The teen librarian is a library liaison to Stratham Memorial School, the Cooperative Middle School, and Exeter High School and seeks partnerships with other town departments and organizations that benefit pre-teens and teens. The teen librarian is an integral member of the staff service team sharing duties at the main & youth circulation desks.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Fundraising & Budgeting**

* Participates in budget preparation and administration; manages assigned budget, maximizes benefit to cost ratios and reports.
* Secures and allocates alternative funding sources to support programs and services.
* Maintains positive relationship with Friends of the Library as a resource for funding and volunteers.

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reference and reader’s advisory services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources) to teens and their families.
* Analyzes and responds to community interests and concerns regarding teen services.
* Fairly and tactfully enforces library and teen area policies with patrons while balancing the importance of patron satisfaction*.*
* Provides timely and clear information to other library staff about teen services.

**Collection Development and Cataloging**

* Manages the print and nonprint collections for pre-teens and teens from 6th grade through high school and their families in the context of customer demand, curriculum-support needs, and community trends. Evaluates donated materials to determine if they warrant addition to the collection.
* Performs cataloging and processing/repair activities related to teen room materials in cooperation with Cataloging Librarian. Makes classification and cataloging changes that make library collections more accessible.
* Creates tools to facilitate access to and raise awareness of the collections including displays, booklists, OPAC tools, etc.

**Programming**

* Plans, produces, and coordinates programs for 6th grade through high school, including family activities, in the context of school and community activities and scheduled to allow greatest access (including afternoons, evenings, weekends).
* Collaborates with adult and children’s services staff to provide programs/services to adults visiting the library with teens and/or children transitioning to the teen services area.
* Coordinates and implements the Summer Reading Program for kids entering 6th grade through high school, including planning, organizing, and presenting summer activities and services and coordinating with other youth services staff.
* Staffs youth circulation desk during programs being provided by other library staff; coordinates with other youth services staff to ensure that youth circulation desk has staffing during open hours whenever possible.
* Recruits, trains, and supervises volunteers.

**School/Community Collaboration and Outreach**

* Serves as liaison with school librarians, teachers, and administration, providing curriculum support and other services.
* Visits schools (primarily Cooperative Middle School) and other locations serving children and families.
* Gives promotional presentations and tours of the library in order to promote reading and raise awareness of library services.
* Provides robust services to homeschooling families and organizations to meet demand.

**Publicity and Marketing**

* Uses print, social media, electronic communications, web pages, and other forms of communication effectively to promote the library, services, programs, and collections.
* Maintains high visibility in community and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Identifies and analyzes emerging community issues/needs to determine direction for related library services and collections.
* Participates in workshops and training for staff development. Maintains active membership in local and regional professional groups and associations.
* Documents continuing education activities.

**Support Library Mission & Goals**

* Understands and can advocate for the library’s mission and goals in the community.
* Maintains records and statistics related to the collection, programs & services; uses as tool for evaluation, to direct future decisions, and to communicate about the library.
* Actively participates in library management team, including long-range planning, problem solving and policy development; represents the library at community meetings as required.
* Flexibility and willingness to work in different service areas of the library.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures and guidelines and being aware of persons within the facility.

**OTHER DUTIES**

* Shelves materials and reads shelves to maintain order and collection accessibility.
* Checks for overdue materials and contacts patrons.
* Participates on town committees or initiatives as requested.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly.
* Attends work on a regular, punctual, and dependable basis.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited masters degree in a field related to child development and/or youth services.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a teen or youth librarian, teacher or with teens and families.
* Successful management experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises shelvers, volunteers, substitutes when other supervisors are unavailable.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space and with children.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Full-time, 40 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming or community outreach. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have excellent written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with children both individually and in groups; must have empathy with children and young adults, care about their interests, activities, and problems.
* Solid analytical skills including the ability to gather and analyze data, identify problems and opportunities, compare results and consider options for solutions.
* Uses computers and the internet effectively for providing customer service/ ability to provide basic user maintenance on computer and printer hardware.
* Experience with and interest in mobile devices for information and recreational use.
* Experience or demonstrated ability in storytelling, book talking, and other public performance techniques.
* Working knowledge of childhood development and learning stages, children’s and young adult literature and materials.
* Ability to apply library procedures and policies and other professional knowledge to the practical problems of the job.
* Ability and interest to make effective presentations to groups of any size.
* Proven leadership qualities.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class analyze and evaluate the needs of the community to provide library services that meet educational, informational, and recreational needs. The primary function of the Teen Librarian includes planning and implementing services and programs, managing collections, and allocating resources. Work is performed independently under the broad direction and guidance of the Library Director who reviews work for the quality of program implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on library’s fiscal condition and the public’s acceptance of programs, personnel, and facilities.

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| **Position Title:** Children’s Services Assistant | **Date Revised:** 2/2017 |
| **Subcategory:** | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Children’s Librarians, Director |

**MISSION**

*The children’s services assistant reshelves items with accuracy and efficiency in the context of customer service and preserving the collections. The children’s services assistant provides friendly customer service, assists the children’s librarians with program preparation and collection maintenance, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; able to describe how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Shelving**

* Returns materials to the shelves in accurate order and checks materials on shelves for accurate order and collection accessibility (shelf-reading).

**Programming and Collection Development**

* Assists children’s librarians with program preparation and planning, collection maintenance (repair, weeding, etc.), and collection development.

**Publicity and Marketing**

* Coordinates displays with children’s services staff.
* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, etc.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desks, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* High School degree or equivalency.
* Successful experience as a library employee, with children, or in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* None.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs. Pushing and pulling objects (ie: shelving carts) weighing 200-400 pounds on wheels is required.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 22-28 hours per week distributed over library open hours which include evenings and weekends. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good verbal and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with children; must have empathy with children and young adults, care about their interests, activities, and problems.
* Demonstrated attention to detail.
* Uses computers and the internet effectively for providing customer service.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the children’s services assistant include direct customer service, shelving and shelf-reading of the collections, and assisting the children’s librarians. This employee is required to meet standards for public service and accuracy goals. Work is performed independently with supervision, direction, and guidance from the children’s librarians who review work for services provided to patrons, and professional library standards. Errors in judgment could have negative impact on the public’s access to services and acceptance of programs, personnel, and facilities.

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| **Position Title:** Customer Service Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** InterLibrary Loan | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Library Director, Asst Director |

**MISSION**

*The interlibrary loan customer service librarian manages interlibrary loan services in the context of customer service, fiscal common-sense, and participating in the larger library community. The interlibrary loan customer service librarian provides friendly customer service at the main desk of the library, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources); able to describe and teach the basics of how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Works towards increasing successful ILL request fulfillment through searching approaches, fully understanding requests, and working with library purchasers.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Interlibrary Loan**

* Completes all necessary functions of interlibrary loan, giving special attention to Stratham borrower requests.
* Strives to increase successful customer searches in the library’s ILS and improve accuracy of records.
* Suggests improvements in the interlibrary loan procedures, especially to benefit library customers.
* Assists other staff with interlibrary loan requests for book groups and other programs.

**Publicity and Marketing**

* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of interlibrary loan, library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, etc.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desk, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Checks for overdue materials and contacts patrons when directed.
* Participates on town committees or initiatives as requested.
* Shelves materials and reads shelves to maintain order and collection accessibility.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a librarian/library employee, interlibrary loan manager or technician, or other detail-oriented position.
* Successful experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises work of shelvers during evening and weekend shifts. Not responsible for performance management or appraisal.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 20-25 hours per week distributed over library open hours which include evenings and weekends. Occasional work may be scheduled outside of library open hours to accommodate programming. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public; must have empathy with people, care about their interests, activities, and problems.
* Solid problem-solving skills.
* Demonstrated attention to detail.
* Uses computers and the internet effectively for providing customer service.
* Experience with and interest in mobile devices for information and recreational use.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the customer service librarian include direct customer service, skilled work in library-specific areas like cataloging/classification, interlibrary loan, programming, and reader’s advisory, and shift-based supervision of others as assigned. This employee is required to meet goals for accuracy and standards for public service. Work is performed independently with supervision, direction, and guidance from the library director and assistant director who review work for the quality of implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on the public’s access to services and acceptance of programs, personnel, and facilities.

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| **Position Title:** Customer Service Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** Cataloging | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Library Director, Asst Director |

**MISSION**

*The cataloging customer service librarian catalogues new items and improves cataloging records in the context of customer service, searching trends, and accuracy. The cataloging customer service librarian provides friendly customer service at the main desk of the library, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources); able to describe and teach the basics of how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Collection Development and Cataloging**

* Completes all necessary functions of cataloging, giving special attention to current collections and usability.
* Strives to increase successful customer searches in the library’s ILS and improve accuracy of records; meets accuracy goals.
* Suggests improvements to catalog records and classification systems that will improve customer experience.
* Cooperates with assistant director, children’s librarians, and teen librarian to make classification and cataloging changes that make library collections more accessible.
* Maintains lists of newly added materials as well as special collections.

**Publicity and Marketing**

* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of cataloging, searching, library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, etc.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desk, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Checks for overdue materials and contacts patrons when directed.
* Participates on town committees or initiatives as requested.
* Shelves materials and reads shelves to maintain order and collection accessibility.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a cataloger, librarian/library employee, or other data-management position.
* Successful experience in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises work of shelvers during evening and weekend shifts. Not responsible for performance management or appraisal.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 20-25 hours per week distributed over library open hours which include evenings and weekends. Occasional work will be scheduled outside of library open hours to accommodate programming. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public; must have empathy with people, care about their interests, activities, and problems.
* Solid problem-solving skills.
* Demonstrated attention to detail, especially in checking the accuracy of catalog records and classification.
* Uses computers and the internet effectively for providing customer service.
* Experience with and interest in mobile devices for information and recreational use.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the customer service librarian include direct customer service, skilled work in library-specific areas like cataloging/classification, interlibrary loan, programming, and reader’s advisory, and shift-based supervision of others as assigned. This employee is required to meet goals for accuracy and standards for public service. Work is performed independently with supervision, direction, and guidance from the library director and assistant director who review work for the quality of implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on the public’s access to services and acceptance of programs, personnel, and facilities.

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| **Position Title:** Customer Service Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** Programming and Display | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Library Director, Asst Director |

**MISSION**

*The programming customer service librarian assists the assistant director with adult programming and attractive, intriguing displays in the context of customer service, community trends, and promoting the collections. The programming customer service librarian provides friendly customer service at the main desk of the library, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources); able to describe and teach the basics of how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Programming**

* Works with assistant director to plan and implement popular and innovative programs/events for adults.

**Publicity and Marketing**

* Works with assistant director to plan and produce engaging displays that promote specific areas of the collections. Tracks usage in specific areas before, during, and after displays and reports.
* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of programming, merchandising, library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Tracks overdue materials and contacts patrons.
* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, etc.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desk, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Participates on town committees or initiatives as requested.
* Shelves materials and reads shelves to maintain order and collection accessibility.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* MLS/MLIS from an accredited college or university.
* Accredited bachelor’s degree in a related field.
* Successful professional experience as a programming librarian/library employee, in merchandising or event planning.
* Successful experience in a customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises work of shelvers during evening and weekend shifts and when other supervisors are unavailable. Not responsible for performance management or appraisal.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 20-25 hours per week distributed over library open hours which include evenings and weekends. Occasional work may be scheduled outside of library open hours to accommodate programming. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public; must have empathy with people, care about their interests, activities, and problems.
* Solid problem-solving skills.
* Demonstrated attention to detail.
* Uses computers and the internet effectively for providing customer service.
* Experience with and interest in mobile devices for information and recreational use.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the customer service librarian include direct customer service, skilled work in library-specific areas like cataloging/classification, interlibrary loan, programming, and reader’s advisory, and shift-based supervision of others as assigned. This employee is required to meet goals for accuracy and standards for public service. Work is performed independently with supervision, direction, and guidance from the library director and assistant director who review work for the quality of implementation, services provided to patrons, and professional library standards. Errors in judgment could have substantial impact on the public’s access to services and acceptance of programs, personnel, and facilities.

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| **Position Title:** Customer Service Librarian | **Date Revised:** 2/2017 |
| **Subcategory:** | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Library Director, Asst Director |

**MISSION**

*The customer service librarian provides friendly customer service at the main desk of the library, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; offers in-person assistance for the use of technology (including electronic devices and library e-resources); able to describe and teach the basics of how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Publicity and Marketing**

* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, etc.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desk, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Checks for overdue materials and contacts patrons when directed.
* Participates on town committees or initiatives as requested.
* Shelves materials and reads shelves to maintain order and collection accessibility.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently on many tasks at one time despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* Accredited bachelor’s degree in a related field.
* Successful experience as a librarian/library employee or in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* Supervises work of shelvers when so directed. Not responsible for performance management or appraisal.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 10 hours per week distributed over library open hours which include evenings and weekends. Occasional work may be scheduled outside of library open hours to accommodate programming. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good written, verbal, and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public; must have empathy with people, care about their interests, activities, and problems.
* Solid problem-solving skills.
* Demonstrated attention to detail.
* Uses computers and the internet effectively for providing customer service.
* Experience with and interest in mobile devices for information and recreational use.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.
* Must be able to drive an automobile in the course of library business and possess a valid NH State driver’s license.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

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**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the customer service librarian include direct customer service and shift-based supervision of others as assigned. This employee is required to meet standards for public service. Work is performed independently with supervision, direction, and guidance from the library director and assistant director who review work for services provided to patrons, and professional library standards. Errors in judgment could have negative impact on the public’s access to services and acceptance of programs, personnel, and facilities.

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| **Position Title:** Shelver | **Date Revised:** 2/2017 |
| **Subcategory:** | **Classification:** Non-Exempt, Part-Time |
| **Department:** Library | **Reports to:** Library Director, Asst Director |

**MISSION**

*The library shelver reshelves items with accuracy and efficiency in the context of customer service and preserving the collections. The shelver provides friendly customer service at the main desk of the library, is proactive in doing circulation duties, and contributes actively to a team-centered approach to work.*

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Customer Service**

* Provides excellent customer service and is committed to public service values.
* Provides effective reader’s advisory and basic reference services to patrons; able to describe how to utilize library services.
* Prioritizes customer service at the circulation desks and elsewhere in the library above other tasks.
* Suggests improvements to benefit library customers.
* Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction*.*

**Shelving**

* Returns materials to the shelves in accurate order and checks materials on shelves for accurate order and accessibility(shelf-reading).

**Publicity and Marketing**

* Advocates for the library through personal contact and customer service, and represents the library in a positive way.

**Professional Development, Library, and Community Trends**

* Participates in continuing education opportunities and training in the areas of library technologies, customer service, and other relevant topics.
* Documents continuing education and shares useful information with colleagues.

**Support Library Mission & Goals**

* Understands and supports the library’s mission and goals and makes effort to know and follow policies and procedures.
* Participates in staff meetings and discussions on policy, procedure, and other matters.
* Maintains a safe and secure library environment through enforcing patron adherence to library policies, procedures, and guidelines and being aware of persons within the facility.
* Flexibility and willingness to work in other service areas of the library.

**OTHER DUTIES**

* Keeps customer service areas (desk, displays, computer stations) supplied with handouts, materials, etc.
* Keeps bulletin boards (inside & outside) up-to-date.
* Provides direct circulation service to patrons, including new card registrations, information requests, reader advisory services, using the OPAC, and all functions available in the ILS.
* Provides service by phone (making and receiving calls) to patrons following business phone etiquette.
* Performs opening and closing tasks.

**COMPETENCIES AND JOB ATTITUDES**

* Works independently in a focused way despite frequent distractions.
* Ability to establish and maintain courteous and effective working relationships with colleagues, town personnel, and the general public; maintains professional demeanor, tone, and conversations in all public areas of the library (including while working behind circulation desks).
* Prioritizes work and exercises independent, sound judgment particularly in stressful situations.
* Ability to understand and follow oral and or written policies, procedures, and instructions.
* Shares knowledge constructively.
* Demonstrates patience, tact, optimism, a friendly disposition, and the willingness to handle difficult staff, patrons, and situations.
* Is self-motivated and proactive; demonstrates creativity, initiative, and enthusiasm.
* Works positively and effectively within a team model.
* Is open to criticism and ideas; takes direction well.
* Is sensitive to patron privacy and intellectual freedom issues.
* Adaptability to frequent change; ability and willingness to quickly learn and apply new skills and knowledge.
* Uses library and town resources responsibly
* Attends work on a regular, punctual, and dependable basis.
* Completes work reliably, accurately, and within allotted time.
* Maintains flexibility in scheduling and availability.
* Knows and follows library and town safety procedures, reporting problems and keeping equipment and work areas in satisfactory condition.
* Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of coworkers.
* Seeks assistance in an appropriate and timely manner.

**EDUCATION, EXPERIENCE, AND TRAINING**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

* High School degree or equivalency.
* Successful experience as a library employee or in customer-focused environment.

**SUPERVISORY RESPONSIBILITIES**

* None.

**Physical and Mental Requirements; Work Environment**

* Work is performed primarily in an office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Activities may need to be sustained for an extended period of time or may be brief and change quickly. Some travel to other locations to perform work and/or attend meetings is required.
* Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Boxes needing to be moved may weigh up to 30 lbs. Pushing and pulling objects (ie: shelving carts) weighing 200-400 pounds on wheels is required.
* Work involves bending, twisting, reaching, stooping, kneeling, and crouching.
* Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
* Work atmosphere is frequently dusty with potential exposure to airborne pathogens and may be subject to drafts and temperature variations.
* Sufficient vision, hearing, and other powers of observation are essential to permit the employee to read and sort library materials, interact positively with the public and colleagues, and supervise and evaluate the work of subordinate staff or volunteers.
* Needs high energy to work with the public for sustained periods while maintaining positive and enthusiastic interaction and communication.

**POSITION TYPE / EXPECTED HOURS**

Part-time, approximately 10-15 hours per week distributed over library open hours which include evenings and weekends. Schedule will be determined by library director.

**Necessary Skills, Knowledge, and Abilities**

* Must have good verbal and non-verbal communication skills, including the ability to give coherent directions and to listen effectively.
* Must be comfortable working with the public; must have empathy with people, care about their interests, activities, and problems.
* Demonstrated attention to detail.
* Uses computers and the internet effectively for providing customer service.
* Ability to apply library procedures and policies to the practical problems of the job.
* Capable of physically performing the essential functions of the job with or without accommodation.

**WORK AUTHORIZATION**

* Criminal background check
* I-9 Form

**EEO STATEMENT**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**CLASSIFICATION SUMMARY**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the shelver include direct customer service and the shelving and shelf-reading of the collections. This employee is required to meet standards for public service and accuracy goals. Work is performed independently with shift supervision by customer service librarians and supervision, direction, and guidance from the assistant director who reviews work for services provided to patrons, and professional library standards. Errors in judgment could have some impact on the public’s access to services and acceptance of programs, personnel, and facilities.