

Great River Regional Library  
1300 W. St. Germain  
St. Cloud, Minnesota 56301  
Tel. 320.650.2500 Fax 320.650.2501

**Library Board of Trustees Personnel Committee Meeting**  
**Tuesday, May 10, 2011, 6:30 p.m.**  
**St. Cloud Public Library**

1. Call to Order
2. Adoption/Amendment of Agenda
3. Approval of Minutes from March 15, 2011 of Personnel Committee Meeting
4. Position Descriptions (**Requested Action – Approve**)
  - 4.1 NEW Patron Services Specialist (clean copy)
  - 4.2 Adult Services Specialist Markup
  - 4.3 Children Services Specialist Markup
  - 4.4 NEW Patron Services Librarian (clean copy)
  - 4.5 Adult Services Librarian Markup
  - 4.6 Childrens Services Librarian Markup
  - 4.7 Patron Services Associate
  - 4.8 Clerk 2 - Patron Services
  - 4.9 Library Aide
  - 4.10 Library Aide - Summer
  - 4.11 Branch Assistant
5. Next Meeting – June 14, 2011, at **6:30 p.m.**
6. Adjournment

**GREAT RIVER REGIONAL LIBRARY  
PERSONNEL COMMITTEE MINUTES  
March 15, 2011**

A regular meeting of the Great River Regional Library (GRRL) Personnel Committee was held Tuesday, March 15, 2011. The meeting was called to order at 6:30 p.m. by Gerald Ruda.

Members Present:

Jeff Baumgartner  
Rachel Leonard  
Don Otte  
Gerald Ruda  
Pat Sawatzke  
Jim Shovelain

Members Excused:

Michael Messina

GRRL Staff Present:

Brandi Canter  
Mic Golden  
Julie Henne  
Sunny Hesse  
Janie LaBree  
Michele Monson  
Karen Pundsack  
Jay Roos  
Kirsty Smith  
Linda Treb  
Patricia Waletzko

GRRL Staff Excused:

**ADOPTION OF AGENDA**

Jim Shovelain moved adoption of the agenda as presented. Motion seconded by Don Otte and carried unanimously.

**ELECTION OF CHAIRPERSON**

Jim Shovelain moved to nominate Pat Sawatzke as Chairperson. Motion seconded by Rachel Leonard. Don Otte made a motion to close nominations and cast a unanimous ballot for Pat Sawatzke. Seconded by Rachel Leonard, the motion carried unanimously.

**APPROVAL OF MINUTES**

Rachel Leonard moved to approve the November 16, 2010, Personnel Committee minutes. Motion seconded by Jim Shovelain and carried unanimously.

**GRRL DIRECTOR REVIEW PROCESS**

Kirsty Smith explained the proposed director review process as set forth in the provided document. Discussion and comments followed. The Committee agreed to change step 4 of the process to read that the performance review completed by the Board chair be distributed to the Board of Trustees at the meeting the review is given rather than mailing it prior to the meeting. Jeff Baumgartner moved to approve the director review process as corrected. Seconded by Jim Shovelain, the motion carried unanimously.

**ANNUAL REVIEW OF GRRL PERSONNEL POLICIES**

Sunny Hesse explained the GRRL personnel policy changes and new policies. Jim Shovelain suggested the following changes to 2A.1 Hiring for a Position at Range 2 and Above:

Change the word "appointed" in the second sentence to "offered."

Remove the words "Rules and" from the last sentence.

Jeff Baumgartner made a motion to approve the personnel policies with the stated changes. Gerald Ruda seconded the motion which carried unanimously.

**NEXT MEETING**

The Great River Regional Library Board of Trustees announced that the May 10, 2011, Personnel Committee Meeting will take place in the Mississippi Room at the St. Cloud Public Library at 6:30 p.m.

**ADJOURNMENT**

Pat Sawatzke adjourned the meeting at 7:02 p.m.

---

Personnel Committee Chair



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** Patron Services Specialist

**Department/Location:** Patron Services/St. Cloud Public Library **Career Ladder:**

**Range:** 10 **Other Range 10 positions**

**Reports to:** Regional Supervisor **Regional Supervisor**

**Status:** Exempt **Regional Coordinator**

**Date Approved:** 05-10-11

**Date Revised:**

**Position Summary:**

Under general direction, the position of Patron Services Specialist exists to supervise the operation of Patron Services at the St. Cloud Public Library, to plan, implement and conduct a variety of programs and services for all ages and to assist with providing a well-rounded collection for the Great River Regional Library System.

**Education/Experience:**

Graduation from a recognized college or university with a Master's in Library Science or Information Media or equivalent education/experience, unless otherwise required by law.

Two years of library experience including background in patron services and one year of supervisory experience. Public library experience preferred.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Serves the library in a leadership capacity to move the region's services forward, anticipate future needs, as well as to respond to current trends.	
2. Supervises all functions of the Patron Services department at the St. Cloud Public Library to ensure efficient and effective operation of the library and high levels of customer service. <ul style="list-style-type: none"> <li>a. Trains, supervises and evaluates all staff and volunteers assigned to maintain a well trained, well informed and effective staff. Sets schedules to provide the best service for library users.</li> <li>b. Develops written procedures to assist staff in carrying out their tasks in compliance with GRRR policies. Makes recommendations to the Patron Services Coordinator and Regional Supervisor on departmental policies to facilitate service to users.</li> <li>c. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</li> <li>d. Provides section statistics to the Patron Services Coordinator-for annual reports and to assess staffing needs.</li> </ul>	

<ul style="list-style-type: none"> <li>e. Interviews candidates as part of a two-person panel for all positions supervised. Reviews candidates interviewed with Regional Supervisor and seeks approval for recommendation. Requests approval to hire by the Director or Patron Services Coordinator as appropriate.</li> <li>f. Plans, schedules, and prepares a calendar of events and activities, oversees associated printing projects, assigns to staff, facilitates and conducts programs to be presented at the St. Cloud Public Library. In consultation with Patron Services Coordinator plans programs for regional use, including the summer, winter, and teen reading programs.</li> <li>g. Coordinates hiring of volunteers.</li> <li>h. Schedules and conducts library tours and visits, and instructs library customers in the use of library resources and equipment.</li> <li>i. Compiles reading guidance information and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, storytelling kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage.</li> <li>j. Reviews and evaluates new materials for use in programming and outreach efforts.</li> </ul>	
<p>3. Participates in regional collection development to ensure a well-rounded collection at GRRL.</p> <ul style="list-style-type: none"> <li>a. Identifies and orders titles for purchase to the Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection policy, budget, and needs of GRRL patrons.</li> <li>b. Oversees weeding of the collection to keep it up-to-date, responsive to customer demand, and in good condition. Updates editions, suggests multiple copies, and evaluates materials for mending, replacement, or discard for assigned areas to provide a collection responsive to customer demand and in useable condition.</li> <li>c. Evaluates gift materials for addition to the GRRL collection.</li> <li>d. Under general supervision of the Collection Development Coordinator, sustains, refreshes, and enhances the professional collection for regional use. Assigns tasks in this area to Patron Services staff as needed.</li> <li>e. Evaluates electronic resources and makes recommendations to the Collection Development Coordinator for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use. for virtual content for GRRL system use that serves GRRL user needs, is within budget and consistent with electronic resources policies and system limits, and that keeps GRRL current with information and resource provision in developing technologies.</li> <li>f. Reviews and evaluates new materials for use in programming and outreach efforts.</li> </ul>	
<p>4. Serves on teams as assigned, such as the Public Services Team and Programming Team.</p>	
<p>5. In conjunction with others, provides building supervision and serves as a regularly scheduled supervisor in charge at the St. Cloud Public Library. Communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Occasionally may be called to the library when closed to resolve security or alarm events. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints, and problems as they occur during time scheduled.</p>	

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of patron services into successful operation of the library and high level customer service.
2. Ability to balance the multiple tasks associated with the day-to-day operation of the library and the skill to react quickly and effectively to difficult or emergency situations.
3. Ability to ensure that the collection is well managed through a comprehensive knowledge of collection development practices.
4. Ability to understand standard personnel practices and to select, train and evaluate staff in a variety of positions to assist in their development as successful GRRL employees.
5. Ability to satisfactorily and accurately answer customer requests for information.
6. Ability to plan and conduct creative and effective programs for all ages.
7. Ability to effectively plan the workflow of assigned area of responsibility including the delegation of tasks to other staff members and volunteers to facilitate productive use of their time.  
Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional development
8. Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
9. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, microform reader printer, and media equipment.
10. Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operation of library vehicles.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential

functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** ~~Adult~~ Patron Services Specialist **Career Ladder:**  
**Department/Location:** ~~Adult Services~~ Patron Services/St. Cloud Public Library  
**Range:** ~~11 Positions~~ 10 positions  
**Range:** 10 \_\_\_\_\_ **Regional Supervisor**  
**Reports to:** Regional Supervisor \_\_\_\_\_ **Regional Coordinator**  
**Status:** Exempt  
**Date Approved:** 5-1-01  
**Date Revised:** ~~2-23-11-02, 11-25-12-4-03, 5-9-06, 6-24-08,~~  
~~12-20-09, 01-19-10, 05-10-11~~

**Position Summary:**

Under general direction, -the position of ~~Adult~~ Patron Services Specialist exists to supervise the operation of ~~the~~ Patron Services ~~Department at the St. Cloud Public Library,~~ to ~~participate in planning plan, implement~~ and ~~conducting~~ conduct a variety of programs and services for ~~adults and teenagers, all ages~~ and to assist with providing a well-rounded collection for the Great River Regional Library System.

**Education/Experience:**

Graduation from a recognized college or university with a Master's ~~degree~~ in Library Science or Information Media or equivalent education/experience, unless otherwise required by law.

Two years of library experience; including background in ~~reference~~ patron services and one year of supervisory experience. Public library experience preferred.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
<p>1. <u>Serves the library in a leadership capacity to move the region's services forward, anticipate future needs, as well as to respond to current trends.</u></p> <p><del>1.</del> <u>2. Supervises all functions of the <del>Adult</del> <u>Patron</u> Services department <u>at the St. Cloud Public Library</u> to ensure efficient and effective operation of the <del>department</del> <u>library</u> and high levels of customer service.</u></p> <ul style="list-style-type: none"> <li>a. Trains, supervises and evaluates all staff and volunteers assigned to <del>the</del> <u>Adult Services Department</u> to maintain a well- trained, well- informed and effective staff. Sets schedules to provide the best service for library users.</li> <li>b. Develops written <del>Adult Services</del> procedures to assist staff in carrying out their tasks in compliance with GRRR policies. Makes recommendations to the Patron Services Coordinator and Regional Supervisor on <del>departmental</del> policies to facilitate service to users.</li> <li>c. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</li> <li><u>d. Provides section statistics to the Patron Services Coordinator for annual</u></li> </ul>	

<p><u>reports and to assess staffing needs.</u></p> <p><del>d.e.</del> Interviews candidates for all positions supervised and makes hiring recommendations to the Director or Patron Services Coordinator as appropriate.</p> <p><del>a.</del> <u>Provides section statistics to the Patron Services Coordinator for annual reports and to assess staffing needs.</u></p> <p><del>b.</del> <u>In consultation with the Patron Services Coordinator and Specialist, plans programs for regional use, including the summer, winter, and teen reading programs.</u></p> <p><del>c.</del> <u>Schedules and conducts library tours and visits, and instructs library customers in the use of library resources and equipment.</u></p> <p><del>e.f.</del> Plans, schedules, and prepares a calendar of events and activities, oversees associated printing projects, assigns to staff, facilitates and conducts <del>children's</del> programs to be presented at the St. Cloud Public Library. In consultation with Patron Services Coordinator plans <del>children's</del> programs for regional use, <u>including the summer, winter, and teen reading programs.</u></p> <p><del>g.</del> <u>Coordinates hiring of volunteers.</u></p> <p><del>h.</del> <u>Schedules and conducts library tours and visits, and instructs library customers in the use of library resources and equipment.</u></p> <p><del>i.</del> <u>Compiles reading guidance <del>bookmarks</del> information and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, storytelling kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage.</u></p> <p><del>f.j.</del> Reviews and evaluates new materials for use in programming and outreach efforts.</p>	
<p>2-3. Participates in regional collection development to ensure a well-rounded collection at GRRL.</p> <p>a. <del>a.</del> Identifies and orders titles for purchase to the Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection policy, budget, and <del>the</del> needs of GRRL patrons.</p> <p>b. <del>b.</del> Oversees weeding of the <del>adult collections</del> <u>collection</u> to keep <del>them</del> <u>current</u> <u>it up-to-date, responsive to customer demand,</u> and in good condition. Updates editions, suggests multiple copies, and evaluates materials for mending, replacement, or discard for assigned areas to provide a collection responsive to customer demand and in useable condition.</p> <p>c. <del>e.</del> Evaluates gift materials for addition to the GRRL collection.</p> <p><del>d.</del> <del>Provides Adult Services representation and participation</del> <u>Serves on the adult collection selection committee to ensure materials making sure titles are consistent with GRRL's selection policy, budget, and the needs of its patrons</u> <del>children. Reads reviews from selected journals.</del></p> <p><del>e.</del> <u>e.</u> Under general supervision of the Collection Development Coordinator, sustains, refreshes, and enhances the professional collection for regional use. Assigns tasks in this area to <del>Adult</del> <u>Patron</u> Services staff <u>as needed.</u></p> <p><del>f.</del> <u>Evaluates electronic resources and makes recommendations to the Collection Development Coordinator for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use. for virtual content for GRRL system use that serves GRRL user needs, is within budget and consistent with electronic resources policies and system limits, and that keeps GRRL current with information and resource provision in developing technologies.</u></p> <p><del>e.g.</del> <u>Reviews and evaluates new materials for use in programming and outreach efforts.</u></p>	
<p>3-4. <u>Responsible for providing content for GRRL and St. Cloud Public Library</u></p>	

<del>public web pages.</del>	
<del>3. Evaluates electronic resources and makes recommendations to the Collection Development Coordinator for virtual content for GRRL system use that serves GRRL user needs, is within budget and consistent with electronic resources policies and system limits, and that keeps GRRL current with information and resource provision in developing technologies.</del>	
<del>4.5. Serves on teams as assigned, such as the Public Service Team, The Virtual Services Team, and the Programming Team.</del>	
<del>5.6. In conjunction with others, provides building supervision and serves as a regularly scheduled supervisor in charge at the St. Cloud Public Library. Communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Occasionally may be called to the library when closed to resolve security or alarm events. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints, and problems as they occur during time scheduled.</del>	

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of patron services into successful operation of the library and high level customer service.
- ~~1.2. Ability to balance the multiple tasks associated with the day-to-day operation of the reference section of the Adult Services Department at headquarters library and the skill to react quickly and effectively to difficult or emergency situations.~~
3. Ability to ensure that the collection is well managed through a comprehensive knowledge of collection development practices.
- ~~2.4. Ability to understand standard personnel practices and to select, train and evaluate staff in a variety of positions to assist in their development as successful GRRL employees.~~

~~Ability to translate comprehensive knowledge of library reference services and materials and training techniques into effective training sessions with branch staff following GRRL'S philosophy, policies and procedure~~

- ~~3.5. Ability to satisfactorily and accurately answer customer requests for information.~~

~~Ability to utilize computer skills to access and proficiently use the circulation module of the automation system and able to use the on-line catalog to search for materials by author and title. Able to use advanced software programs to produce reports, written procedures, forms and e-mail.~~

~~Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operation of library vehicles.~~

~~Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, and microform reader printer.~~

6. Ability to plan and conduct creative and effective programs for all ages.

- ~~4-7.~~ Ability to effectively plan the workflow of assigned area of responsibility including the delegation of tasks to other staff members and volunteers to facilitate productive use of their time.
- 8. Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional development
- 9. Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
- 10. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, microform reader printer, and media equipment.
- ~~5-11.~~ Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operation of library vehicles.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of [ReferencePatron Services Specialist](#) at GRRL and, if employed, I certify that I can and will perform the essential and non-essential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** ~~Children's Patron~~ Services Specialist      **Career Ladder:**  
**Department/Location:** ~~Children's Services~~ Patron Services/St. Cloud Public Library **Range 10**  
**positions**  
**Range:** 10      **Regional Supervisor**  
**Reports to:** Regional Supervisor      **Regional Coordinator**  
**Status:** Exempt  
**Date Approved:** 5-1-01  
**Date Revised:** 7-1-02, 12-4-03, 5-9-06, 1-19-10, 05-10-11

**Position Summary:**

Under general direction, the position of ~~Children's Patron~~ Services Specialist exists to supervise the operation of ~~Children's Patron~~ Services at the St. Cloud Public Library, to plan, implement and conduct a variety of ~~children's~~ programs and services, for all ages and to assist with providing a well-rounded ~~juvenile~~ collection for the Great River Regional Library System.

**Education/Experience:**

Graduation from a recognized college or university with a Master's in Library Science or Information Media or equivalent education/experience, unless otherwise required by law.

Two years of library experience including background in ~~children's patron~~ services and one year of supervisory experience. Public library experience preferred.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. <u>Serves the library in a leadership capacity to move the region's services forward, anticipate future needs, as well as to respond to current trends.</u>	
2. Supervises all functions of the <del>Children's Patron</del> Services department <u>at the St. Cloud Public Library</u> to ensure efficient and effective operation of the <del>department/library</del> and high levels of customer service. <ul style="list-style-type: none"> <li>a. Trains, supervises and evaluates all staff and volunteers assigned to <del>Children's Services</del> to maintain a well trained, well informed and effective staff. Sets schedules to provide the best service for library users.</li> <li>b. Develops written <del>Children's Services</del> procedures to assist staff in carrying out their tasks in compliance with GRRL policies. <del>—Works with</del> <u>Makes recommendations to the</u> Patron Services Coordinator and Regional Supervisor on <del>Children's Room</del> policies to facilitate <del>services/service</del> to users.</li> <li>c. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</li> <li>d. Provides section statistics to the Patron Services Coordinator-for annual</li> </ul>	

<p>reports and to assess staffing needs.</p> <p>e. Interviews candidates for all positions supervised and makes hiring recommendations to the Director or Patron Services Coordinator as appropriate.</p> <p><del>f.</del> Plans, schedules, and prepares a calendar of events and activities, oversees associated printing projects, assigns to staff, facilitates and conducts <del>children's</del> programs to be presented at the St. Cloud Public Library. In consultation with Patron Services Coordinator plans <del>children's programs for regional use.</del></p> <p><del>g-f.</del> <del>In consultation with the Patron Services Coordinator and Specialist, plans</del> programs for regional use, including the summer, winter, and teen reading programs.</p> <p><del>h-g.</del> Coordinates hiring of volunteers <del>for the children's room.</del></p> <p><del>i.</del> <del>Coordinate tours for child groups in the library.</del></p> <p><del>j-h.</del> Schedules and conducts library tours and <del>class-visits,</del> and instructs library customers in the use of library resources and equipment.</p> <p><del>i.</del> Compiles reading guidance <del>bookmarks-information</del> and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, storytelling kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage.</p> <p><del>k-j.</del> <del>Reviews and evaluates new materials for use in programming and outreach efforts.</del></p>	
<p>3. Participates in regional collection development to ensure a well-rounded collection at GRRL.</p> <p>a. Identifies and orders titles for purchase to the Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection policy, budget, and needs <u>of GRRL patrons.</u></p> <p>b. Oversees weeding of the <del>juvenile</del> collection to keep it up-to-date, responsive to customer demand, and in good condition. <u>Updates editions, suggests multiple copies, and evaluates materials for mending, replacement, or discard for assigned areas to provide a collection responsive to customer demand and in useable condition.</u></p> <p>c. Evaluates gift materials for addition to the GRRL collection.</p> <p><del>d.</del> <del>Serves on the juvenile selection committee making sure titles are consistent with GRRL's selection policy, budget and the needs of children. Reads reviews from selected journals.</del></p> <p>e. Under general supervision of the Collection Development Coordinator, sustains, refreshes, and enhances the professional collection for regional use. Assigns tasks in this area to <u>Children'sPatron</u> Services staff as needed.</p> <p>f. Evaluates electronic resources and makes recommendations to the Collection Development Coordinator for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use. <u>for virtual content for GRRL system use that serves GRRL user needs, is within budget and consistent with electronic resources policies and system limits, and that keeps GRRL current with information and resource provision in developing technologies.</u></p> <p>g. Reviews and evaluates new materials for use in programming and outreach efforts.</p>	
<p><del>4.</del> <del>Responsible for providing content for GRRL and St. Cloud Public Library public web pages.</del></p>	
<p><del>4-5.</del> Serves on teams as assigned, such as the <u>Public Services Team and ; Programming Team</u> <del>and the SCPL Building Committee.</del></p>	
<p><del>5-6.</del> In conjunction with others, <u>communicatesprovides building supervision and serves as a regularly scheduled supervisor in charge at the St. Cloud</u></p>	

<p><a href="#">Public Library. Communicates</a> with appropriate vendors or service providers to resolve building mechanical or security issues when needed. <a href="#">Occasionally may be called to the library when closed to resolve security or alarm events.</a> Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints, and problems as <del>the</del>they occur <a href="#">during time scheduled.</a></p>	
---	--

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of [children's patron](#) services into successful operation of the [HQ Children's Room library](#) and high level customer service.
2. Ability to balance the multiple tasks associated with the day-to-day operation of the [Children's Room library](#) and the skill to react quickly and effectively to difficult or emergency situations.
3. Ability to ensure that the [juvenile](#) collection is well managed through a comprehensive knowledge of collection development practices.
4. Ability to understand standard personnel practices and to select, train and evaluate staff in a variety of positions to assist in their development as successful GRRL employees.
5. Ability to satisfactorily and accurately answer customer requests for information.
6. Ability to plan and conduct creative and effective programs for [children all ages](#).
7. Ability to effectively plan the workflow of assigned area of responsibility including the delegation of tasks to other staff members and volunteers to facilitate productive use of their time.
8. Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional development
9. Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
10. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, microform reader printer, and media equipment.

- 11. Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operation of library vehicles.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of [Children's Patron](#) Services Specialist at GRRL and, if employed, I certify that I can and will perform the essential and non-essential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** Patron Services Librarian

**Department/Location:** Patron Services/St. Cloud Public Library **Career Ladder:**

**Range:** 9 **Range 10 Positions**

**Reports to:** Patron Services Specialist **Specialists**

**Status:** Exempt

**Date Approved:** 05-10-11

**Date Revised:**

**Position Summary:**

Under general supervision, the position of Librarian-Patron Services exists to provide reference, information services and collection development region-wide as well as assist in the supervision of the general operations of the St. Cloud Public Library and participate in conducting, planning and implementing of a variety of programs region-wide.

**Education/Experience:**

Graduation from a recognized college or university with a Master's in Library Science or Information Media or equivalent, unless otherwise required by law.

One year of library experience.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Serves the library in a leadership capacity to move the region's services forward, anticipate future needs, and respond to current trends.	
2. Assists Patron Services Specialist to ensure efficient and effective operation of the St. Cloud Public Library and high levels of customer service. Provides direct supervision of staff working in Patron Services when Specialist is not available. Directs the activity of volunteers in the department. Acts as back-up when the Patron Services Specialist is unavailable by scheduling staff to provide the best coverage for the library. <ul style="list-style-type: none"> <li>a. Assists in training staff in GRRL policies to ensure clear understanding of these policies and appropriate use of them. Assists in training and supervising staff assigned to ensure tasks are completed accurately and in a timely fashion. Assists the Patron Services Specialist in developing department procedures, schedules, and calendars to assist staff in carrying out their tasks in compliance with GRRL policies.</li> <li>b. Participates in the interview process for other Patron Services staff as needed.</li> <li>c. Assists the Patron Services Specialist and Patron Services Coordinator in implementing region-wide programs at GRRL.</li> </ul>	
3. Works at the public service desk to assist walk-in, phone and virtual customers in	

<p>finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</p> <ul style="list-style-type: none"> <li>a. Maintains the periodical collection with changes, additions and deletions to keep the collection current.</li> <li>b. Takes requests for materials and information not available in the GRRL collection using appropriate forms or inter-library loan reference service to meet customer needs.</li> <li>c. Fills branch subject and title requests within established turn-around times to fulfill the function of reference service within established turn-around times.</li> <li>d. Evaluates electronic resources and makes recommendations to the Patron Services Specialist for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use.</li> <li>e. Compiles reading guidance information and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, programming kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage.</li> <li>f. Schedules and conducts library tours and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, Internet and databases to facilitate their use of information sources.</li> <li>g. In conjunction with others communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints and problems as they occur.</li> </ul>	
<p>4. Participates in region-wide collection development as assigned from the following list:</p> <ul style="list-style-type: none"> <li>a. Identifies and orders titles for purchase to the Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection policy, budget and the needs of patrons.</li> <li>b. Evaluates electronic resources and refers recommendations to the appropriate person for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use inclusion on GRRL's Home Page. Recommends specialized content such as young adult, large print, music, or other materials or formats.</li> <li>c. Updates edition, suggests multiple copies, evaluates materials for mending, replacement or discard for assigned area to provide a collection responsive to customer demand and in usable condition.</li> <li>d. Under general supervision of the Collection Development Coordinator, sustains, refreshes and enhances the professional collection for regional use.</li> <li>e. Maintains the periodical and reference collections with changes, additions and deletions to keep the collections current. Updates periodical lists to facilitate user access to the collection.</li> <li>f. Verifies and selects government documents to add to the collection.</li> <li>g. Monitors the process of searching for item availability and reviews. After verification and review searches, takes requests to selection</li> </ul>	

<p>team meetings. Makes recommendations regarding purchase vs. Inter-library loan in order to obtain materials for customers. h. Evaluates gift materials for addition to the collection.</p>	
<p>5. Conducts and facilitates a wide variety of library programs and activities for various ages. Programs to be presented at the St. Cloud Public Library and at branch libraries.</p>	
<p>6. Trains staff in areas related to patron services and collection to assist GRRL in providing meaningful continuing education opportunities for staff members.</p>	

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of patron services and resources into the provision of high quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.
2. Ability to balance the multiple tasks associated with the day-to-day operation of the library and the skill to react quickly and effectively to difficult or emergency situations.
3. Ability to utilize computer skills to access and proficiently use the online catalog to do complex searches for materials and be able to use the circulation module of the library's integrated automated system, and to use advanced software programs to produce reports, written procedures, forms and e-mail.
4. Ability to ensure that collection development responsibilities are carried out with expertise through a comprehensive knowledge of collection development practices.
5. Ability to understand standard personnel practices and to assist in training staff in a variety of positions to assist in their development as successful GRRL employees.
6. Ability to satisfactorily and accurately answer customer requests for information.
7. Ability to plan and conduct creative and effective programs for all ages.
8. Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
9. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines microform reader printer, and various media equipment.
10. Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operations of library vehicles.
11. Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes

- f. to mentor and coach in a manner that contributes to staff development
- g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
- h. to develop and implement creative solutions to regional challenges
- i. to maintain a commitment to personal and professional development

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

Classification: ~~Patron Services Librarian--Adult~~ Patron Services Librarian Career Ladder:  
 Department/Location: ~~Adult Services~~ Patron Services / St. Cloud Public Library  
 Range 10 Positions  
 Range: 9 Specialists  
 Reports to: Patron Services Specialist ~~Adult Services~~  
 Status: Exempt  
 Date Approved: 5-1-01  
 Date Revised: 7-1-02, 7-9-03, 9-27-05, 7-11-06, 01-09-07, 6-12-07, 05-13-08,  
01-19-10, 05-10-11

**Position Summary:**

Under general supervision, the position of Librarian ~~in Adult-Patron~~ Patron Services exists to provide reference ~~and~~ information services, ~~and to select library materials.~~ Reference and information service is provided directly to branch library staff, resource libraries and virtual customers, and to branch library customers. ~~This position selects materials for the Great River Regional Library system.~~ Adult Services librarians also and collection development region-wide as well as assist in the supervision of the general operations of the ~~Adult Services Department, St. Cloud Public Library~~ and participate in ~~departmental activity such as programming~~ conducting, planning and implementing of a variety of programs region-wide.

**Education/Experience:**

Graduation from a recognized college or university with a Master's in Library Science or Information Media or equivalent, unless otherwise required by law.

One year of ~~public~~ library experience.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
<p><del>1.</del> Serves the library in a leadership capacity to move the region's services forward, <del>anticipates</del> <u>anticipate</u> future needs, and <del>responds</del> <u>respond</u> to current trends.</p>	
<p>1. 2. Assists <del>Reference-Patron Services</del> <u>Patron Services</u> Specialist to ensure efficient and effective operation of <del>all functions of Adult Services</del> <u>the St. Cloud Public Library</u> and high levels of customer service. Provides direct supervision of staff working in <del>Adult</del> <u>Patron</u> Services <del>when Specialist is not available.</del> Directs the activity of volunteers in the department. <del>Provides</del> <u>Acts as back-up when the Patron Services Specialist is unavailable by scheduling staff to provide the best coverage for the library.</u></p> <p>a. <del>May provide direct supervision of staff working in Adult Services,</del> <u>trains Patron Services.</u> Assists in training staff in GRRL policies to ensure clear <u>understanding of these policies</u> and <del>supervises library aides</del> <u>appropriate use of them.</u> Assists in training and supervising staff assigned to <del>ASD to</del> ensure</p>	

<p><del>assigned</del> tasks are completed accurately and in a timely fashion. Assists <del>in training and supervising library associates, clerks, and volunteers within the department.</del></p> <p><del>b. As assigned acts as back-up when the Adult Services Specialist is unavailable by scheduling staff to provide the best coverage for the Adult</del><u>Patron</u> Services Department</p> <p><del>a. Assists the Adult Services Specialist by</del>in developing <u>Adult Services department procedures, schedules, and calendars</u> to assist staff in carrying out their tasks in compliance with GRRL policies.</p> <p><del>b. Participates in the interview process for other Patron Services staff as needed.</del></p> <p><del>a-c. Assists the Patron Services Specialist and Patron Services Coordinator in implementing region-wide programs at GRRL.</del></p>	
<p>2. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</p> <p><del>a. Maintains the periodical collection with changes, additions and deletions to keep the collection current.</del></p> <p><del>a-b.</del> Takes requests for materials and information not available in the GRRL collection using appropriate forms or inter-library loan reference service to meet customer needs. <del>Fills branch subject and title requests within established turn-around times to fulfill the Adult Services requests.</del></p> <p><del>a. In conjunction with others, communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Fills branch subject and title requests within established turn-around times to fulfill the function of reference service within established turn-around times.</del></p> <p><del>c. Evaluates electronic resources and makes recommendations to the Patron Services Specialist for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use.</del></p> <p><del>b-d. Compiles reading guidance information and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, programming kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints and problems as they occur.</del></p> <p><del>a-b.</del> Schedules and conducts library tours and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, Internet and databases to facilitate their use of information sources.</p> <p><del>e-e.</del> In conjunction with others communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. <u>Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary.</u> <del>Compiles reading guidance bookmarks and displays to assist customers in locating items of interest. Contributes customer-centered content to the GRRL webpage. Responds to customer concerns, complaints and problems as they occur.</del></p>	
<p>3. Participates in <u>regional</u><del>regional-wide</del> collection development as assigned from the</p>	

<p>following list:</p> <ul style="list-style-type: none"> <li>a. Identifies, and <del>recommends</del><u>orders</u> titles for purchase to the <del>adult print or media</del><u>Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection <del>workgroup for assigned areas</del>policy, budget and the needs of <del>the collection</del>patrons.</u></li> <li>a. Evaluates electronic resources and refers recommendations to the appropriate person for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use inclusion on GRRL's Home Page. Recommends specialized content such as young adult, large print, music, or other materials or formats.</li> <li>b. <del>b.</del>—Updates <del>editions</del><u>edition</u>, suggests multiple copies, evaluates materials for mending, replacement or discard for assigned <del>areas</del><u>area</u> to provide a collection responsive to customer demand and in usable condition.</li> <li><del>c.</del> <u>e.</u>—<u>Under general supervision of the Collection Development Coordinator, sustains, refreshes and enhances the professional collection for regional use.</u></li> <li>b. Maintains the periodical and reference collections with changes, additions and deletions to keep the collections current. Updates periodical lists to facilitate user access to the collection.</li> <li><del>d.</del>—Verifies and selects government documents to add to the collection.</li> <li>e. Monitors the process of searching for item availability and reviews. After verification and review searches, takes requests to selection team meetings. Makes recommendations regarding purchase vs. Inter-library loan in order to obtain materials for customers.</li> <li><del>e-d.</del><u>f.</u>—Evaluates gift materials for addition to the collection.</li> </ul>	
<p><u>4. Conducts and facilitates a wide variety of library programs and activities for various ages. Programs to be presented at the St. Cloud Public Library and at branch libraries.</u></p>	
<p><del>4.5.</del> Trains staff in areas related to <del>adult</del><u>patron</u> services and <del>materials</del><u>collection</u> to assist GRRL in providing meaningful continuing education opportunities for staff members.</p>	
<p><del>2.—Facilitates or conducts library programs and activities for adults and young adults for their enrichment and to make users aware of library materials and services.</del></p>	
<p><del>3.—Orders and displays federal and state tax forms to make them available to the general public</del></p>	

**Non-Essential Job Duties:**

~~In order to maintain high quality facilities, resources and services for users of the Great River Regional Library persons in this position participate~~1. Participates in professional meetings, ~~workplace teams,~~ workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of ~~reference~~patron services ~~and library materials~~ and resources into the provision of high quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.
2. Ability to balance the multiple tasks associated with the day-to-day ~~services~~operation of the ~~St. Cloud Public Library~~library and the skill to react quickly and effectively to difficult or emergency situations.

3. ~~3.~~—Ability to utilize computer skills to access and proficiently use the online catalog to do complex searches for materials and be able to use the circulation module of ~~Horizon,~~ the library's integrated automated system, and to use advanced software programs to produce reports, written procedures ~~and,~~ forms and e-mail.
4. ~~4.~~—Ability to ensure that collection development responsibilities are carried out with expertise through a comprehensive knowledge of collection development practices.
- ~~5.~~ ~~5.~~—Ability to ~~prioritize tasks of assigned library aides~~ understand standard personnel practices and ~~ASD departmental aides to assist in order to direct~~ training staff in a variety of positions to assist in their ~~day-to-day work on a regular basis~~ development as successful GRRL employees.
- ~~6.~~ ~~Ability to satisfactorily~~ and ~~to assign them tasks in accurately~~ answer customer requests for information.
- ~~7.~~ ~~Ability to plan and conduct creative and effective programs for all ages.~~
- ~~5-8.~~ ~~Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the absence of their supervisor.~~ Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
- ~~6-9.~~ ~~6.~~—Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, microform reader printer, ~~specialized computers for the physically handicapped,~~ and various media equipment.
- ~~10.~~ ~~7.~~—~~Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operations of library vehicles.~~
- ~~7-11.~~ ~~7.~~ Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional ~~development~~ ~~Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines microform reader printer, and various media equipment.~~ ~~development~~

#### Language Skills:

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

#### Physical Demands and Work Environment:

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** ~~-Patron Services~~ Librarian-~~Children'sPatron Services~~  
**Career Ladder:**  
**Department/Location:** ~~Children's Services~~Patron Services/~~St. Cloud Public Library~~  
**Range:** Range 10 Positions  
**Range:** 9 **Specialists**  
**Reports to:** ~~Children'sPatron~~ Services Specialist  
**Status:** Exempt  
**Date Approved:** 5-1-01  
**Date Revised:** 01-09-07, 6-12-07, 05-13-08, 01-19-10, 05-10-11

**Position Summary:**

Under general supervision, the position of Librarian-~~Children'sPatron~~ Services exists to provide ~~juvenile~~ reference, information services and collection development region-wide as well as assist in the supervision of the general operations of the ~~Children's Services department~~St. Cloud Public Library and participate in conducting, planning and implementing of a variety of ~~children's~~ programs region-wide.

**Education/Experience:**

Graduation from a recognized college or university with a Master's in Library Science or Information Media or equivalent, unless otherwise required by law.

One year of library experience.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Serves the library in a leadership capacity to move the region's services forward, anticipate future needs, and respond to current trends.	
2. <u>2.</u> Assists <del>Children'sPatron</del> Services Specialist —to ensure efficient and effective operation of the <del>Children's Room</del> St. Cloud Public Library and high levels of customer service. <u>Provides direct supervision of staff working in Patron Services when Specialist is not available. Directs the activity of volunteers in the department.</u> Acts as back-up when the <del>Children'sPatron</del> Services Specialist is unavailable by scheduling staff to provide the best coverage for the <del>Children's Services department</del> library. <del>a. Provides</del> May provide direct supervision of staff working in <del>Children'sPatron Services when Specialist is not available.</del> <del>b.a.</del> <u>a.</u> - Assists in training staff in GRRL policies to ensure clear understanding of these policies and appropriate use of them. Assists in training and supervising staff assigned to ensure tasks are completed accurately and in a timely fashion. Assists the <del>Children'sPatron</del> Services Specialist in developing <del>Children's Service</del> department procedures, schedules, and calendars to assist staff in carrying out their tasks in compliance with GRRL policies. <del>e.b. Interviews SRP aides and participates</del> <u>Participates</u> in the interview process for other <del>Children'sPatron</del> Services staff as needed. <del>Assists in training Children's</del>	

<p><del>Services staff in Children's Services policies to ensure clear understanding of these policies and appropriate use of them.</del></p> <p><del>d. Trains and supervises summer library aides assigned to Children's Services and departmental volunteers as assigned to ensure assigned tasks are completed accurately and in a timely fashion.</del></p> <p>e.c. Assists the <u>Children's Patron</u> Services Specialist and Patron Services Coordinator in implementing <del>the Summer Reading Program</del><u>region-wide programs</u> at GRRL.</p>	
<p>3. Works at the <del>Children's</del> public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.</p> <p>a. Maintains the periodical collection with changes, additions and deletions to keep the collection current.</p> <p>b. Takes requests for materials and information not available in the GRRL collection using appropriate forms or inter-library loan reference service to meet customer needs.</p> <p>a. Fills branch subject and title requests within established turn-around times to fulfill the <del>Children's Services</del> function of reference service <u>to meet customer needs within established turn-around times.</u></p> <p>c. Evaluates electronic resources and makes recommendations to the <u>Children's Patron</u> Services Specialist for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use.</p> <p><del>d. Updates and maintains the Children's Services procedures manual as needed to assist staff in carrying out their tasks in compliance with GRRL policies.</del></p> <p>e.d. Compiles reading guidance <u>bookmarks information</u> and displays to assist customers in locating items of interest. Prepares booklists, activity sheets, <u>storytelling programming</u> kits, bulletin boards, displays, bestseller lists &amp; book club kits to highlight library resources and provide library related activities. Contributes customer-centered content to the GRRL webpage.</p> <p><u>b. Schedules and conducts library tours and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, Internet and databases to facilitate their use of information sources.</u></p> <p>f.e. In conjunction with others communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints and problems as they occur.</p>	
<p>4. Participates in region-wide collection development as assigned from the following list:</p> <p>a. Identifies and orders titles for purchase to the Collection Development Coordinator ensuring that purchases are consistent with GRRL's selection policy, budget and the needs of <u>children, patrons.</u></p> <p><u>a. Evaluates electronic resources and refers recommendations to the appropriate person for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use inclusion on GRRL's Home Page. Recommends specialized content such as young adult, large print, music, or other materials or formats.</u></p> <p>b. Updates edition, suggests multiple copies, evaluates materials for mending, replacement or discard for assigned area to provide a collection responsive</p>	

<p>to customer demand and in usable condition.</p> <p><u>c. Under general supervision of the Collection Development Coordinator, sustains, refreshes and enhances the <del>juvenile</del> professional collection for regional use.</u></p> <p><u>b. Maintains the periodical and reference collections with changes, additions and deletions to keep the collections current. Updates periodical lists to facilitate user access to the collection.</u></p> <p><u>Verifies and selects government documents to add to the collection.</u></p> <p><u>e. Monitors the process of searching for item availability and reviews. After verification and review searches, takes requests to selection team meetings. Makes recommendations regarding purchase vs. Inter-library loan in order to obtain materials for customers.</u></p> <p><u>e.d. Evaluates gift materials for addition to the collection.</u></p>	
<p>5. Conducts and facilitates a wide variety of library programs and activities for <del>children of</del> various ages. Programs to be presented at the St. Cloud <del>public library</del><u>Public Library</u> and at branch libraries.</p>	
<p>6. <del>Schedules and conducts library tours and class visits and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, internet and databases to facilitate their use of information sources. Trains staff in areas related to patron services and collection to assist GRRL in providing meaningful continuing education opportunities for staff members.</del></p>	

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of children's/patron services and resources into the provision of high quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.
2. Ability to balance the multiple tasks associated with the day-to-day operation of the Children's Room/library and the skill to react quickly and effectively to difficult or emergency situations.
3. Ability to utilize computer skills to access and proficiently use the online catalog to do complex searches for materials and be able to use the circulation module of the library's integrated automated system, and to use advanced software programs to produce reports, written procedures, forms and e-mail.
4. Ability to ensure that collection development responsibilities are carried out with expertise through a comprehensive knowledge of collection development practices.
5. Ability to understand standard personnel practices and to assist in training staff in a variety of positions to assist in their development as successful GRRL employees.
6. Ability to satisfactorily and accurately answer customer requests for information.
7. Ability to plan and conduct creative and effective programs for children all ages.

- 8. Ability to utilize computer skills to access and proficiently use GRRL's on-line catalog, on-line databases, and the Internet. Able to use advanced software programs to produce reports, written procedures and forms and e-mail.
- 9. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines microform reader printer, and various media equipment.
- 10. Possession of a valid Minnesota's driver's license and the ability to maintain a good driving record by following traffic laws and regulations to ensure safe operations of library vehicles.
- 11. Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional development

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Librarian-[Children'sPatron](#) Services at GRRL and, if employed, I certify that I can and will perform the essential and non-essential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

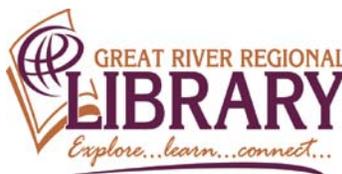
**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** ~~Librarian-Patron Services~~ Associate  
**Department/Location:** ~~Adult and Children's Services~~ Patron Services/St. Cloud Public Library  
**Range:** 8  
**Reports to:** ~~Librarian or Patron Services~~ Specialist  
**Status:** Non-Exempt  
**Date Approved:** 6-12-07, 7-14-09  
**Date Revised:** 1-19-10, 05-10-11

**Career Ladder:**  
**Librarian-Patron Services**  
**Range 9 Positions**  
**Range 10 Positions**  
**Regional Supervisor**  
**Regional Coordinator**

**Position Summary:**

Under general supervision, the position of Librarian-Associate exists to provide support to the Adult or Children's Services Department by working the public service or reference desk, conducting a variety of programs and providing customer service directly to the public and indirectly to branch library customers.

**Education/Experience:**

Graduation from a recognized college or university in a bachelor's program or equivalent.

Two years of library or customer service experience.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.	
2. Takes requests for materials and information not available in the GRRL collection using appropriate forms or inter-library loan reference service to meet customer needs. Assists in making recommendations regarding purchase vs. ILL in order to obtain materials for customers.	
3. Completes opening and closing responsibilities to ensure that community groups and individuals have timely access to library facilities. Schedules and conducts library tours and class visits and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, Internet and databases to facilitate their use of information sources. Schedules meeting, study and conference rooms if applicable.	
4. Compiles reading guidance <del>bookmarks-information</del> and displays to assist customers in locating items of interest. Prepares and updates booklists, activity sheets, storytelling kits, book club kits, bulletin boards, bestseller lists, and displays to highlight library resources and provide library related activities.	

<p>5. Facilitates, prepares for and/or conducts various library programs and activities at GRRL libraries. May be assigned to update events calendar and/or local web page.</p>	
<p>6. Other essential duties include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>a. Trains, and supervises the work of library aides assigned to the department to ensure assigned tasks are completed accurately and in a timely fashion.</li> <li>b. Fills branch subject and title requests within established turn-around times to provide efficient reference service to meet customer needs.</li> <li>c. Evaluates electronic resources, along with other staff members, and makes recommendations to the Collection Development Coordinator for subscriptions, within budget, to keep the collection current and extend availability of information resources for public and staff use.</li> <li>d. Participates in collection development as assigned from the following list:             <ul style="list-style-type: none"> <li>i. Updates editions, suggests multiple copies, evaluates materials for mending, replacement or discard for assigned areas to provide a collection responsive to customer demand and in usable condition.</li> <li>ii. Maintains the periodical collection with changes, additions and deletions to keep the collection current. Updates periodical lists to facilitate user access to the collection.</li> <li>iii. Locates reviews for materials requested by customers but not owned by GRRL and forwards reviews to selection committee.</li> <li>iv. Assists in weeding materials no longer needed in the collection.</li> <li>v. May read reviews in selected journals.</li> </ul> </li> </ul>	
<p>7. In conjunction with others, communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints and problems as they occur.</p>	
<p>8. Organizes, orders and maintains department supplies.</p>	
<p>9. Attends GRRL staff meetings to take part in continuing education and training opportunities.</p>	

**Non-Essential Job Duties:**

1. Participates in professional meetings, workshops and related continuing education activities to represent GRRL and to keep current on changing trends in areas related to job tasks.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate comprehensive knowledge of reference services and library materials and resources into the provision of high quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.

2. Ability to utilize computer skills to access and proficiently use the online catalog to do complex searches for materials and be able to use the circulation module of the automation system, and to use advanced software programs to produce reports, written procedures and forms and e-mail.
3. Ability to prioritize tasks of library aides in order to direct their day-to-day work on a regular basis and to assign tasks in the absence of their supervisor.
4. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, and microform reader printer, media equipment and assistive technology stations as necessary..
5. Demonstrated leadership exemplified by willingness and ability:
  - a. to model and reinforce integrity, ethics and excellence in work performance
  - b. to develop and sustain work relationships characterized by respect, dignity and trust
  - c. to provide enthusiastic and positive leadership
  - d. to support policies and work practices that engender successful collaboration
  - e. to manage by objectives and outcomes
  - f. to mentor and coach in a manner that contributes to staff development
  - g. to lead and follow through on initiatives based on the achievement of the organization's annual and long-term goals
  - h. to develop and implement creative solutions to regional challenges
  - i. to maintain a commitment to personal and professional development
6. Ability to carry out collection development responsibilities consistent with GRRL's selection policies and procedures.
7. Ability to plan and conduct creative programs for patrons.
8. Possession of a valid Minnesota's driver's license and the ability to ensure safe operation of library vehicles

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** Clerk 2-~~Adult Services~~Patron Services Career Ladder:  
**Department/Location:** ~~Adult Services~~Patron Services/St. Cloud Public Library Collection Dev Assistant  
**Range:** 3 Range 5 positions  
**Reports to:** ~~Reference~~Patron ServicesSpecialist Library Assistant 2  
**Status:** Non-Exempt Patron Services Associate  
**Date Approved:** 5-1-01  
**Date Revised:** 7-1-02, 7-9-03, 3-7-05, 5-9-05, 1-19-10, 05-10-11

**Position Summary:**

Under direct supervision, the position of Adult Services Clerk exists to provide clerical and support services to staff assigned to Adult Services at HQ.

**Education/Experience:**

Completion of high school or equivalent formal education.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Follows detailed procedures to sort, verify and file title request forms. Uses critical thinking skills and alternative searching methods to clarify and interpret patron requests. <ul style="list-style-type: none"> <li>a. Searches GRRL catalog for requested titles and places request(s) for customer when item is owned by GRRL.</li> <li>b. For materials not owned by GRRL, searches a variety of review sources, print and online, to verify titles to advance the work of the materials selection teams: Adult, Children's and Media. Follows established procedures to determine whether to send requested items to selection teams (for purchase) or ILL.</li> <li>c. Communicates inter-departmentally, when necessary, to facilitate the processing of a request.</li> </ul>	
2. Follows predetermined formats and performs data entry and word processing to compile and update statistics, labels, files and lists.	
3. Notifies customers regarding title request status when item(s) cannot be purchased, obtained through interlibrary loan, or verified. Contacts customers via e-mail when clarification of title requests is required.	
4. Files loose-leaf service updates and other filing as needed to keep materials current for use by customers. Helps mount departmental displays, maintains all printers in department, adds content to and files public records reports collection.	
5. Turns on and logs into all the computer equipment in the Patron Services department so equipment is ready for daily use by staff and customers.	

6. Monitors and orders department supplies so staff have the necessary items to carry out their job tasks.	
7. Sorts and delivers department mail to help keep the department operating smoothly.	
8. Contacts publishers to request missing material, binders, etc. Contacts vendors to verify item and price of small equipment for the Patron Services department. Maintains a file of equipment maintenance and repair, including vendor contact information.	

**Non-Essential Job Duties:**

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to operate a variety of office and library equipment including a computer and printer, photocopier, fax machine and microfilm reader-printer.
2. Ability to utilize basic computer skills to produce schedules, lists, statistics, etc.
3. Ability to perform basic on-line searching, ability to search in library integrated automated systems as well as on bibliographic and publishers' websites.
4. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines microform reader printer, and various media equipment.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Clerk 2 – Adult Services at GRRL and, if employed, I certify that I can and will perform the essential and non-essential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

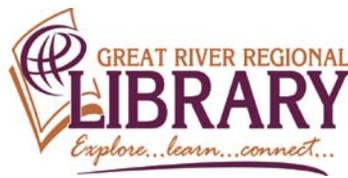
**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** Library Aide  
**Department/Location:** Branch Libraries  
**Range:** 1  
**Reports to:** Patron Services Associate,  
Patron Services Librarian,  
 Library Assistant 1  
 Branch Managers, Branch Assistant Range 6 positions  
**Status:** Non-Exempt Library Assistant 3  
Patron Services Associate  
**Date Approved:** 7-1-02, 3-24-03, 3-19-05, 6-13-06,  
 1-19-10, 05-10-11

**Position Summary:**

Under direct supervision, the position of Library Aide exists to shelve library materials, prepare materials for packing and unpacking, search for library materials to fill requests, and other ancillary non-public services activities.

**Education/Experience:**

None required.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Arranges library materials on carts in alphabetical and numerical order in preparation for shelving.	
2. Shelves returned library materials to ensure materials are available to be used by the public.	
3. Checks shelf order of shelved library materials to ensure proper order and timely rotation of library materials.	
4. Utilizes the library's circulation system to prepare library materials for delivery to other locations.	
5. Locates information about library materials on the on-line catalog as assigned.	
6. Packs and unpacks library materials for delivery.	
7. Searches for, locates, and checks in library materials as directed including book drop, delivery and serials processing, and filling hold requests and completing trace searches.	
8. Cleans, and organizes toys and equipment.	
9. Makes copies and/or faxes specific library materials.	
10. Calls library patrons to notify them of holds received.	
11. Directs library users to appropriate staff or resources.	
12. Assists in weeding by pulling materials from shelf as directed.	
13. Assists with routine non-public service tasks in other departments/locations as directed.	
14. Completes routine opening and closing tasks as assigned.	

**Non-Essential Job Duties:**

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. At least 14 years of age.
2. Ability to use the computer system to check in materials, change item status, and look up use and location information.
3. Ability to arrange and retrieve library materials according to alphabetical and numerical filing systems.
4. Ability to accurately distribute materials by correctly interpreting the routing slips.
5. Ability to determine and abide by the limitations of this position in dealing with the public.
6. Ability to use library equipment including photocopiers, fax machines, and microfilm reader-printers.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

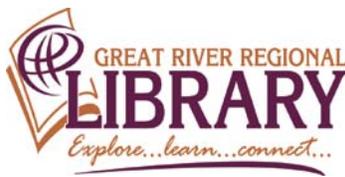
I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Library Aide at GRRL and, if employed, I certify that I can and will perform the essential and non-essential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

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

**Classification:** Summer Library Aide **Career Ladder:**  
**Department/Location:** ~~Children's Services~~ Patron Services/St. Cloud Public Library  
 Clerk  
**Range:** 1  
**Reports to:** ~~Children's Librarian~~ Patron Services Associate  
Patron Services Librarian Library Assistant 1  
**Status:** Non-Exempt  
**Date Approved:** 05-1-01  
**Date Revised:** 04-12-02, 07-1-02, 03-24-03, 03-23-05  
 01-19-10

**Position Summary:**

Under direct supervision, the position of Summer Library Aide exists to work at the Summer Reading Program (SRP) table in the St. Cloud Public Library Children's Room.

**Education/Experience:**

None required.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Essential Job Duties	Recommended %
1. Provides coverage at the SRP desk in the St. Cloud Public Library to assist children with the Summer Reading Program. <ul style="list-style-type: none"> <li>a. Produces, collates, and counts out SRP materials for Great River Regional Library.</li> <li>b. Produces pieces for programs and activities throughout the year.</li> <li>c. Produces flannel boards, poetry flip cards and other pieces for GRRL kits.</li> <li>d. Excluding all SRP Questions, refer all other questions from library customers to the public service staff for prompt and effective service.</li> </ul>	

**Non-Essential Job Duties:**

1. Uses paper resources, the internet and GRRL's catalog to find information as needed for the Children's Library staff.
2. Assist the Children's library staff and GRRL by looking up location and use on items to be routed or weeded.
3. Arrange library materials on carts in alphabetical and numerical order in preparation for shelving.
4. Places holds on materials for Collection Development Assistant as requested.
5. Assist with routine library aide tasks as directed.

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. At least 14 years of age.
2. Able to clearly explain the SRP to children and quickly and politely assist them in participating in theSRP.
3. Able to arrange and retrieve library materials according to alphabetical and numerical filing systems.
4. Able to determine and abide by the limitations of this position in dealing with the public.
5. Able to to produce creative high quality program materials.
6. . Ability to perform regular aide tasks.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Branch Manager or Supervisor's Signature

\_\_\_\_\_  
Date



**GREAT RIVER REGIONAL LIBRARY  
POSITION DESCRIPTION**

<b>Classification:</b>	<b>Branch Assistant</b>	<b>Career Ladder:</b>
<b>Department/Location:</b>	<b>Branch Library</b>	<b>Other range 6 positions</b>
<b>Range:</b>	<b>6</b>	<b>Library Assistant 3</b>
<b>Reports to:</b>	<b>Branch Manager</b>	<b>Branch Manager</b>
<b>Status:</b>	<b>Non-Exempt</b>	
<b>Date Approved:</b>	<b>5-1-01</b>	
<b>Date Revised:</b>	<b>7-1-02, 3-21-05, 3-21-06, 1-19-10</b>	

**Position Summary:**

Under general direction, the position of Branch Assistant exists to perform general circulation and reference work in a branch setting.

**Education/Experience:**

Completion of high school and two years of formal education or equivalent. Six months of library or customer service experience.

**Essential Job Duties:**

**THE FOLLOWING ARE THE REGULAR DUTIES FOR THIS POSITION. THESE DUTIES ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

<b>Essential Job Duties</b>	<b>Recommended %</b>
1. Using the online computer system performs all required circulation routines to ensure accurate recording of all circulation transactions and the timely movement of materials between GRRL locations.	
2. Works at the public service desk to assist walk-in, phone and virtual customers in finding materials, answering questions, using library resources and equipment and explaining library policies. Maintains the public areas by roving as assigned and by enforcing library policies.	
3. May supervise library aides and/or direct the work of library aides and/or volunteers to ensure that assigned tasks are carried out accurately and in a timely fashion. <ul style="list-style-type: none"> <li>a. Trains, supervises and evaluates library aides and volunteers to maintain a well trained, well informed and effective staff and volunteer work force. With the branch manager, arranges or approves staff schedules to provide the best coverage for the branch.</li> <li>b. <del>With the Branch Manager, interviews candidates for library aide and branch assistant positions and assists in making hiring recommendations to the Director or Patron Services Coordinator.</del></li> </ul>	
4. Attends GRRL staff meetings to take part in continuing education and training opportunities.	
5. Facilitates, prepares for and/or conducts various library programs and activities at GRRL libraries. May be assigned to update events calendar and/or local web page.	
6. Completes opening and closing responsibilities to ensure that community groups and individuals have timely access to library facilities. Schedules and conducts library tours and class visits and instructs library customers in the use of library resources and equipment. Conducts classes for library users and community groups related to the library catalog, Internet and databases to facilitate their use of information sources. Schedules meeting, study and conference rooms if applicable.	

7. Assembles and arranges library displays to inform library users of new materials, services and programs.	
8. Assists in maintaining the branch library collection including weeding, collection maintenance and gift materials processing.	
9. Takes requests for materials and information not available in the GRRL collection using appropriate forms or inter-library loan sources to meet customer needs.	
10. Assists in organizing, ordering and maintaining supplies	
11. In absence of the branch manager, may be assigned branch manager responsibilities.	
12. In conjunction with others, communicates with appropriate vendors or service providers to resolve building mechanical or security issues when needed. Communicates with local law enforcement to resolve rules of behavior issues related to library customers when necessary. Responds to customer concerns, complaints and problems as they occur.	

**Non-Essential Job Duties:**

1. Substitutes for other branch staff throughout the region.
2. Serves on GRRL teams.

**Qualifications:**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to translate knowledge of library services and resources into the provision of high quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.
2. Ability to utilize computer skills to access and proficiently use GRRL's online catalog, online databases, and the Internet.
3. Ability to operate a variety of library and office equipment including computer and printer, photocopier, fax machines, DVD/VHS player, microform reader printer and various media equipment.
4. Ability to plan and/or conduct effective children's, teen, young adult and/or adult programs.

**Language Skills:**

Must be able to read, write, give, follow and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and library users.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described on the attached Physical Demands Analysis are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acceptance Statement**

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

**Acknowledgement of Review**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date