



Human Resources

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DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Librarian I

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LIBRARIAN I

Background Information

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills and abilities (KSAs) required to perform those duties.

In addition to the classification specific duties and KSAs, the Human Resources team has created standard language that is included in all classifications depending on their level of responsibility. You will see that language reflected in the revised description.

The Librarian I was last revised in March 2007. The changes made were primarily to summarize and encompass the current tasks into broader duties and clarify the role with temporary staff and volunteers. The KSA changes were changed slightly to broaden the scope and to include diversity and inclusion requirements.

The job classification was discussed with the AFSCME union and all are agreeable to the proposed job description.

Outline of Duties

This classification is responsible for providing professional knowledge of modern library practices to help inform the work of the Duluth Public Library; developing and managing library collections in assigned area; Planning and carrying out library program; facilitating library use by assisting and educating patrons and members of the public; collaborating with community partners and providing outreach to the community.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Librarian I.

Librarian I

SUMMARY/PURPOSE

To provide professional knowledge of modern library practices to help inform the work of the Duluth Public Library; to develop and manage library collections in assigned area; to plan and carry out library programs; to facilitate library use by assisting and educating patrons and members of the public; to collaborate with community partners and provide outreach to the community.

DISTINGUISHING FEATURES OF THE CLASS

Entry-level librarian position primarily responsible for collection management, programs and patron assistance.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage one or more library collections by analyzing usage trends; withdrawing worn, dated and/or damaged materials from the collection; acquiring, classifying and cataloging library materials.
2. Review and recommend materials, technologies, services, and programs within designated budgets.
3. Act as a resource person in specialized areas of the collection.
4. Serve everyone in the community in a respectful and equitable manner by staffing public service desks, educating people who are having difficulty using the library successfully, and providing outreach to the greater community.
5. Provide information to the public using a variety of sources, formats, technologies and equipment. Provide instruction in the use of library resources.
6. Conduct tours, classes and programs for adults, teenagers, and/or children.
7. Assign and schedule the work activities of temporary staff and volunteers.
8. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
9. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Master's Degree in Library Science from an American Library Association accredited school.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. General knowledge of American Library Association's Code of Ethics.
 - B. General knowledge of library principles such as cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.

- C. General knowledge of services for diverse populations, which include people of all ages; people with disabilities; and people from a variety of social, economic and ethnic backgrounds.
 - D. Knowledge of problem solving and conflict resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in facilitating the public's use of the library, its resources and services.
 - B. Skill in handling information requests from both public and staff efficiently and effectively.
 - C. Skill in organizing and directing the work activities of assigned staff, volunteers and interns, within prescribed parameters.
 - D. Skill in using library-specific technologies to perform work and answer questions from patrons.
 - E. Skill in assisting and instructing patrons on how to use their own devices to access library information and collections.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time.
 - H. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to work independently, actively welcoming and assisting all people using library services.
 - B. Ability to work without direct supervision, occasionally making decisions in the moment with definitive instructions.
 - C. Ability to retain composure when working under pressure.
 - D. Ability and openness to learning and applying de-escalation techniques with members of the public.
 - E. Ability to remain positive and flexible during times of change.
 - F. Ability to perform detail work accurately, consistently and quickly.
 - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to understand and follow instructions.
 - J. Ability to problem-solve a variety of situations.
 - K. Ability to set priorities and complete assignments on time.
 - L. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: TS	Union: Basic	EEOC: Professionals	CSB:	Class No: 3409
WC: 8810	Pay:	EEOF: Other	CC:	Resolution:

LIBRARIAN I

SUMMARY/PURPOSE

Provide direct library service to the public; provide and promote library services, programs, and collections; and organize and direct the activities of assigned staff, volunteers, and interns. To provide professional knowledge of modern library practices to help inform the work of the Duluth Public Library. Develop and manage library collections in assigned area. Plan and carry out library programs. Facilitate library use by assisting and educating patrons and members of the public. Collaborate with community partners and provide outreach to the community.

DISTINGUISHING FEATURES OF THE CLASS

Entry-level librarian position primarily responsible for collection management, programs and patron assistance.

SUPERVISION RECEIVED For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or project that require delegation and direction over the work of others

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage one or more library collections by analyzing usage trends; withdrawing worn, dated and/or damaged materials from the collection; acquiring, classifying and cataloging library materials.
2. Serve the public directly by staffing public service sites.
3. Provide information to the public using a variety of sources, formats, technologies and equipment.
4. Provide instruction to the public in the use of library resources.
5. Serve as a resource person in specialized areas of library service.
6. Maintain professional growth and development through a variety of activities which may include continuing education
7. Provide library outreach to the community.
8. Conduct tours, classes and programs for adults, teenagers, and children.
9. 2. Review and recommend materials, technologies, services, and programs within designated budgets.
10. 3. Analyze circulation trends; withdraw worn, dated and/or damaged materials from the collection. Act as a resource person in specialized areas of the collection.
11. 4. Acquire, classify and catalog library materials. Serve everyone in the community in a respectful and equitable manner by staffing public service desks, educating people who are having difficulty using the library successfully, and providing outreach to the greater community.
12. 5. Assist in the selection of library staff. Provide information to the public using a variety of sources, formats, technologies and equipment. Provide instruction in the use of library resources.
13. 6. Assist in training personnel. Conduct tours, classes and programs for adults, teenagers, and/or children.
14. 7. Assign and schedule the work activities of designated personnel; temporary staff and volunteers.
15. Provide explanation of library policies and procedures to the public.
16. Participate in or lead committees and task forces.
17. Maintain records necessary for statistical analysis
18. 8. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
19. 9. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

- A. Education & Experience Requirements
 - B. Master's Degree in Library Science from an American Library Association accredited school.
1. License Requirements
- A. No specific licenses required.
2. Knowledge Requirements
- A. ~~Knowledge of the principles and practices of library science, including cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.~~ General knowledge of American Library Association's Code of Ethics.
 - B. General knowledge of library principles such as cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
 - ~~B-C.~~ General knowledge of services for diverse populations, which include people of all ages; people with disabilities; and people from a variety of social, economic and ethnic backgrounds.
 - ~~C-D.~~ Knowledge of problem solving and conflict resolution techniques.
 - ~~D-E.~~ Knowledge of applicable safety requirements.
 - ~~E-F.~~ Knowledge of, or the ability to learn, City policies and procedures.
3. Skill Requirements
- A. Skill in facilitating the public's use of the library, its resources and services. Skill in handling information requests from both public and staff efficiently and effectively.
 - ~~B.~~ Skill in using and applying modern library technologies and equipment and personal computer technology.
 - ~~C.~~ Skill in handling information requests from both public and staff efficiently and effectively.
 - B. Skill in organizing and directing the work activities of assigned staff, volunteers and interns, within prescribed parameters.
 - C. Skill in using library-specific technologies to perform work and answer questions from patrons.
 - D. Skill in assisting and instructing patrons on how to use their own devices to access library information and collections.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time.
 - G. Skill in completing assignments accurately and with attention to detail.
4. Ability Requirements
- A. Ability to work independently, actively welcoming and assisting all people using library services.
 - B. ~~Ability to establish and maintain positive, effective working relationships with library personnel and with the public, including people of all ages, with disabilities, and from a variety of social, economic, and ethnic backgrounds.~~ Ability to work without direct supervision, occasionally making decisions in the moment with definitive instructions.
 - ~~C.~~ Ability to perform detail work accurately and consistently.
 - ~~D.~~ Ability to work independently at public service desks.

- ~~E.~~ ~~Ability to work without direct supervision and to accept personal responsibility for one's decisions and actions.~~
- ~~F.C.~~ ~~Ability to retain one's composure when working under pressure.~~ Ability and openness to learning and applying de-escalation techniques with members of the public.
- ~~G.~~ ~~Ability to meet deadlines.~~
- ~~H.D.~~ ~~Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment~~ remain positive and flexible during times of change.
- ~~I.E.~~ ~~Ability to work as a member of a team.~~ Ability to perform detail work accurately, consistently and quickly.
- ~~J.F.~~ ~~Ability to work scheduled hours, including evenings and weekends.~~
- ~~K.G.~~ Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- ~~L.H.~~ Ability to communicate effectively both orally and in writing.
- ~~M.I.~~ Ability to understand and follow instructions.
- ~~N.J.~~ Ability to problem-solve a variety of situations.
- ~~O.K.~~ Ability to set priorities and complete assignments on time.
- ~~P.L.~~ Ability to attend work as scheduled and/or required.

Physical Demands:

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment:

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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WC:	Pay:	EEOF:	CC:	Resolution: