



**Town of Middlebury
Personnel Committee**

**Rotary Conference Room
Town Offices
77 Main Street**

**Thursday, October 18, 2018
12 p.m.**

- 12:00 p.m. Call to Order
 Approve Agenda
 Approve Meeting Minutes of August 9, 2018 Meeting
- 12:05 p.m. Dana Hart, Library Director, Request for a New Full-Time Position for FY20: Assistant Librarian II for Adult Services and Circulation
- 12:25 p.m. Other Business
- 12:30 p.m. Adjourn

If you need special accommodations to attend this meeting, please contact the Town Manager's Office at 458-8000 as early as possible.



MEMO

FROM: Dana Hart, Director of Ilsley Public Library

TO: Personnel Committee

DATE: 9.28.2018

RE: Assistant Librarian II: Adult Services and Circulation

Attached is a job description for the position of Assistant Librarian II: Adult Services and Circulation. This position addresses understaffing in two library departments, Adult Services and Circulation. The addition of this position allows Ilsley to expand programming and services for adults, improves customer service for Middlebury residents, and strengthens the library organization overall by decreasing Ilsley's dependency on volunteers to carry out essential library functions.

The Assistant Librarian II: Adult Services and Circulation would be a union position. The salary would be \$37,564.90. Depending on whether the employee is enrolled in a single, two-person or family plan for health, dental, and vision, the benefits would be between \$17,000 (single) and \$32,000 (family).

The primary objective of this new position is to increase the number of staff hours allocated to adult services and programs. While Ilsley has targeted services and programs for ages birth through teens, we do not have targeted programs or services for individuals in their twenties, thirties, or forties. Last year, Ilsley programs had the highest attendance in the entire state of Vermont and were attended by 21,547 people. However, only 3,176 of those attendees were adults; 18,371 were children. In order to address this imbalance the library needs a position focused on services for Middlebury's adult residents.

Chris Kirby is our Librarian for Adult Services and Technology. In many libraries this would be two distinct positions. Chris is responsible for the development, promotion, and use of the library's adult collection; the planning and running of adult programs; providing reference service; and oversight of all library technologies. Ilsley's technology needs are considerable and need to be prioritized to ensure continued service. Chris does an exemplary job of balancing the two aspects of his position, but there is a limit to what can be accomplished in forty hours a week. The fact that Chris is needed in the building for tech support makes it difficult for him to do outreach. As Ilsley's technology needs continue to grow the time Chris is able to spend on adult services and programs will further diminish.

The new Adult Services and Circulation position will report to Chris and work closely with him on adult programming and outreach, increasing the staff time dedicated to adult services by 20 hours a week. Since May I have been conducting focus groups with Middlebury residents and a common theme is a desire for more programming for young adults and adults. Middlebury residents feel that there is a lack of programming for adults in the 18-40 range. The new position's Tuesday-Saturday schedule will allow us to start holding programs for adults on the weekend, increasing our offerings for working adults. We do not currently serve adults who work full-time as well as we could because this demographic often has difficulty attending programs during the week.



The new position will also serve as a liaison with the Middlebury College and Community College of Vermont, finding ways to collaborate with the administration to engage students in the library and, by extension, the community. Another common thread in our focus groups has been a desire to better integrate college students into the Middlebury community. An Adult Services librarian will be able to design programming to engage college students, and tailor opportunities for them to become involved with Ilsley. Examples include coordinating student artwork exhibitions at the library, organizing workshops or talks led by students, and designing programs of interest to college age adults.

Retirees will also benefit from increased programs and services. Seniors are an ever growing population and Ilsley has piloted programs for seniors we would like to expand. For example, Chris has visited EastView to teach seniors how to use iPads and Kindles to access the library's e-books and audiobooks, empowering them to access library services from the comfort of their home. Being able to send a librarian out into the community—for example, to retirement homes—to hold classes and deliver resources is an important service. The new position's hours would allow us to conduct outreach more consistently.

The new position will also allow us to pursue a greater variety of adult programming. The Vermont Department of Libraries regularly promotes partnerships for adult programming. These programs are often innovative and designed to attract underserved populations, but organizing a new program for the first time requires dedicated staff time and sustained promotion to draw a crowd. An additional staff member would allow us to respond to opportunities like this more quickly so that Ilsley can participate in exciting new programs and partnerships.

The secondary objective of the position is to support and expand library circulation. Ilsley needs 110 hours of desk staffing per week, and we currently rely on work study students and volunteers to achieve this. While students and volunteers are a tremendous asset to the library there is a limit to what they can be taught and it is difficult to keep them informed of changes in library policy or best practices. Providing better customer services is a key goal for Ilsley, and this is impossible when relying on volunteers and students to staff the circulation desk. The addition of this position will add 15 hours of circulation desk staffing a week. Having an additional 15 hours of full-time staff on the circulation desk will increase coverage, eliminating our need to rely on volunteers to cover the circulation desk. It will also improve customer service and allow us to utilize our volunteer and student hours in more productive capacities, for example shelving, paging, and book processing. Additional benefits include the ability to "double up" on the desk with supervised student support during busy periods, reducing lines and wait times, as well as introducing daily paging. The result is more dependable and competent help on the desk for Middlebury residents.

This position is being created to meet a real and pressing need. Ilsley is a high use library, but our staffing doesn't reflect the tremendous demand we face. Additional staffing is needed to address the imbalance in programming for children and adults and better serve Middlebury's adults. There is increasing demand for library services that meet patrons where they are, drawing librarians away from



the library and into the community. We need additional resources to meet that demand. Adding an Adult Services and Circulation Assistant will allow us to offer more of the programming and services Middlebury residents have come to expect and rely on, as well as offer innovative and exciting programs currently beyond our reach. The position will free up Chris to think bigger picture about adult services and the library's growing technology needs. Finally, it will improve our circulation operations, giving us increased desk coverage and improved customer service.

Town of Middlebury Job Description

Title Library Assistant II-Adult
Services and Circulation

Department Ilsley Public Library

Reports to Adult Services and
Technology Librarian

Date Prepared 8.13.2018

Approvals:

Supervisor

Date

Town Manager

Date

Overview

The Adult Services and Circulation Assistant reports to the Adult Services Librarian and develops exciting programs and services for adults in Middlebury and the surrounding area. This includes planning, organizing, and occasionally leading programs both inside the library and at venues around the community. The Adult Services and Circulation Assistant also provides outreach to Middlebury adults, including offering programs at local retirement communities and adult service centers.

This position spends approximately fifteen hours a week on the circulation desk, including discharging, answering the phone, shelving, and providing other services to the public with outstanding customer service.

Knowledge, Skills and Abilities Required

- Bachelor's degree required.
- At least one year experience in a public library setting, which can include internships or work as a substitute, required.
- Experience in an automated library environment preferred.
- Excellent organizational, verbal, and written communication skills.
- Highly effective collaboration skills and ability to work in a team environment.
- Knowledge of current trends in library programming and outreach for adults.

Duties and Responsibilities

- Adult Services

- Working in conjunction with the Adult Services and Technology Librarian, organizes, coordinates, and hosts library programming for adults, including outreach to local retirement communities and adult service centers.
 - Creates content for library social media and online presence, including the library website, Frontporch Forum, e-newsletters, and Facebook. Creates and distributes press releases of upcoming library events.
 - Serves as primary administrator of Ilsley Library's Homecard program, the cooperative lending network of Vermont libraries. Serves as liaison to the Homecard network, ensuring compliance with Homecard policies. Maintains Homecard accounts on behalf of Ilsley Public Library. Responsible for generating and distributing list of restricted Homecard patron accounts to other Homecard libraries.
 - Assists the Adult Services and Technology librarian with developing library services for adults.
- Circulation
 - Performs circulation functions, including working where and when needed at either desk (approx. 15 hours a week); maintaining an orderly, friendly atmosphere and following the library's Best Practices for Customer Service; welcoming new patrons and explaining library services; registering and re-registering patrons; handling overdue, lost and damaged items; processes requests and reserves; answers the telephone; shelves materials.
 - Processes interlibrary loans requests from Ilsley patrons and other libraries in accordance with library lending policies. Ensures that materials are tracked in ILS and ILL system, that materials are shipped appropriately, and that necessary reporting is completed. Trains library patrons in placing interlibrary loan requests.
 - Assists/serves as backup for book processing, helping to prepare all library items for public use after they have been catalogued.
- Other Duties
 - Monitors and maintains the schedule for the Community Meeting Room in accordance with the library's meeting room policy, and keeps the online calendar up to date. Trains users of the Community Meeting Room in the use of meeting room equipment.
 - Manages art installations in the library, including booking.
 - Responsible for at least of one opening shift and two closing shifts a week, including opening/closing the building, doors, cash registers, windows and open/close the safe.
 - Other duties as assigned.

Working Conditions

- 40 hours per week, Tuesday through Saturday, with evening hours as required.
- Duties may require intermittent light to moderate physical effort in carrying, lifting, or moving light weight materials or equipment.
- Shelving duties include bending and kneeling on the floor. Other duties may require accessing materials above 5'.
- This position requires a mix of sitting, walking, and standing.

Disclaimer

The information provided in this job description is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.

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