



West Fargo Public Library Board of
Directors
Special Meeting Agenda
Thursday, December 29, 2022
6:00 PM
Join the meeting via Zoom
[Special Library Board Meeting](#)

Regular Agenda

1. Call to order
2. Approve order of agenda
3. Proposed Job Description (**Action**)
4. Other business
5. Adjourn



To: West Fargo Public Library Board of Directors
From: Betty Adams, Library Director
Date: Thursday, December 29, 2022 (tabled from Dec. 8, 2022)
Subject: Proposed job description updates
Action: Approve proposed job description updates

**West Fargo Public Library
Board of Directors**

President

Liann Hanson

**Vice President
& Secretary**

Larry Schwartz

Treasurer

Alanna Rerick

Board Member

Mandy George
City Commissioner

Board member

Anthony Stukel

Library Director

Betty Adams

Summary and Recommendation:

Two of the current Manager positions are being proposed to have duties shifted and therefore slight job description amendments and job description title updates. These amendments will improve overall staff comprehension of who serves what role in what capacity, and will align tasks with those best suited to complete them.

I propose the Adult Services Manager incorporate tasks previously associated with the Access Services Manager position (oversight of public facing patron services such as technology assistance, reference, reader's advisory, circulation), many of which currently are being done by the Adult Services Manager. With two Circulation Supervisors, there is a need for a manager to aide in, create, and guide day-to-day procedures that the Supervisors then can implement. The title shall become "Adult and Patron Services Manager" while some Access Service Manager duties are incorporated under the title. The intention is for this to be a short-term solution (approx. two-to-three years) to regain staff morale and workplace confidence in procedural methods before integrating a new manager into the fold. The future title of the Access Services Manager is intended to be Patron Services Manager.

I propose that the current Technical Services and Collection Development Manager position be retitled as "Technical Services Manager" and restore the primary Collection Development duties (such as material purchasing and weeding) to the Adult and Youth Services Managers and their staff. Oftentimes, there are system upgrades and other technical issues that occur which need immediate attention at a higher frequency than other Managers encounter. This will allow the Technical Services Manager to focus on the very time and detail intensive operations of the nuances found in Technical Services. It also aligns Adult and Youth Service Managers overseeing the entirety of their respective collection's

development, to better inform programming, their departments, and to better engage patrons in their materials.

I recommend approval of the above mentioned position changes and related amendments to their job descriptions. These changes are proposed in consultation with the City Administrator and Human Resources department which have reviewed the proposed position descriptions and assessed no need for amending position grading.



Library Service Manager Job Description

Department: Library
Reports To: Library Director
Pay Grade: 15
FLSA Classification: Exempt
Approved by: Library Board
Revision Date: January 29, 2021; December 29, 2022

SUMMARY

Under limited supervision, the Library Service Manager provides leadership and supervision to library staff, while overseeing functions in assigned service areas of adult and patron services, youth services, and technical services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with the Library Director to provide leadership to the library as a whole and to develop and implement a strategic vision for the library.
- Promotes an internal culture of positivity, excitement for continuous organizational change, and a customer focus. Communicates courteously and professionally; develops working relationships with others in carrying out job functions; serves on library teams and committees as assigned, such as Collection Development, Programming, Merchandising, etc.
- In collaboration with colleagues, provides services which may include:
 - Programming: Plans, promotes and conducts library events in order to meet community needs, including but not limited to story times, afterschool programs, adult programming, technology/online resource classes, Summer Reading Program, and library tours; arranges outside presenters as needed. Collaborates with regional libraries and other organizations to provide joint literacy and library programs. Participates in outreach activities.
 - Collection Management: selects for assigned collections in order to meet community needs, performs weeding as necessary, may work with staff to ensure recording, processing, and cataloging of new materials; participates in collection inventory.
 - Patron Services: Performs shifts at the service desk: provides circulation, basic and advanced reference services and readers' advisory, basic assistance with technology, and other services provided by circulation staff; instructs library patrons in use of e-resources and devices used to access them. Serves as a team leader in patron services functions. Manages public service problems, confidentiality, and safety issues when working at night and weekends.
- Participates in planning and mounting exhibits and displays, both cultural and historical in nature.
- Monitors the Library facilities; tidies and maintains the good condition of the library and upholds library policies and procedures.
- Within assigned areas of responsibility, supervises, approves timesheets, participates in hiring and termination procedures, disciplinary actions, and performance reviews. Provides direction, coaching,

and training to assigned staff, volunteers and outside presenters. Ensures that reports are trained in safe work practices and that safety procedures are followed.

- In coordination with library administration, sets goals and objectives for others to work towards and monitors performance of staff and functions of assigned service area.
- Evaluates library services to ensure continuous improvement, alignment with community needs, alignment with the Library's strategic plan, and inform decision-making. Analyzes statistics on events, attendance, and services.
- Prepares presentations about the services, outcomes, and impact of the Library. Represents the Library in working with elected officials, public and private organizations, the community, media, and other City departments.
- Works independently or with other staff to prepare and/or edit documentation, including the library newsletter, brochures, readers' advisory materials, website postings, and related documents. Participates in creating promotional and marketing materials.
- Administers the budget in assigned areas of responsibility. Identifies future needs and assists the library administration in preparing budget requests.
- Pursues funding support opportunities; identifies and applies for grants and other funding sources; prepares for and administers funding opportunities such as grants, donations, and gifts.
- Maintains knowledge of current trends, development, and best practices in library services.
- Represents and advocates for the library throughout the community.
- Works safely, follows safe work practices, and identifies and reports unsafe work conditions.
- Performs essential duties and responsibilities outlined in the special assignments of the Library Service Manager.
- Performs other duties as required or assigned.

An individual in this position must be able to successfully perform the essential duties and responsibilities listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

MINIMUM QUALIFICATIONS

- Master's Degree in Library Science or a closely related field.
- Two years of customer service experience in a library.
- Two years of previous supervisory experience.
- Equivalent education and experience is acceptable.
- Ability to create and maintain effective working relationships with peers, superiors, other City departments, subordinates, vendors, contractors, external government agencies and organizations.
- Strong communication skills, both orally and in writing.
- Valid driver's license.

PHYSICAL AND MENTAL DEMANDS

While performing the duties of this job, the incumbent must regularly sit and talk or hear. The incumbent is frequently required to use hands to touch, handle or feel. The incumbent is occasionally required to stand and walk. The incumbent may be required to occasionally perform a full range of motion with lifting and/or carrying items weighing up to 35 pounds. The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

WORKING ENVIRONMENT

Work is performed in a standard office environment. The noise level in the work environment is usually moderate. This position may require the incumbent to occasionally drive to alternative locations. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities, and requirements for this position. *

Employee's Name (please print)

Employee Signature

Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. The City of West Fargo retains the discretion to add duties or change the duties of this position at any time.

Adult and Patron Services Manager Special Assignment

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides leadership in the planning and conduct of recreational and educational library events for adults (including seniors, adults, and young adults); arranges outside presenters as needed; evaluates outcomes of programs, events, and activities. Identifies target audiences, writes press releases, and collaborates with staff to ensure timely publicity for events.
- Provides leadership and oversight of patron services staff and operations including circulation, readers' advisory, reference, basic assistance with technology, hold requests, interlibrary loan, and other services provided by circulation staff. Manages public service problems and safety issues at the Service Desk.
- Works with Circulation Supervisors to ensure proper staffing, scheduling and training of circulation staff in all patron services operations.
- Provides trainings to all library staff in customer services, service to diverse populations, library policy, circulation procedures, online resources, technology, reference skills, and safety.
- Plans and implements improvements to patron services operations and the customer experience. Analyzes data, both quantitative and qualitative in nature, related to patron behavior patterns, service and collection usage statistics, and local and national trends, to provide input to the Library Director regarding circulation staffing levels, space planning and signage, technology and other in-library services.
- Oversees staff who plan and implement adult programs and reference services, considering potential presenters and program proposals in relation to the Library's service goals and leading program evaluation.
- Promotes adult literacy through book clubs and other learning opportunities for adults.
- Increases public awareness of library resources and services by establishing contacts with organizations and businesses in the West Fargo community, planning the Library's participation in community events, and working with library staff to establish offsite programming. Collaborates with regional libraries and other organizations to provide joint literacy, cultural, and library programs.
- Oversees recruitment and administration of volunteer services, including background checks, creation of job descriptions, assignment to a supervisor, performance reviews, and recognition of volunteer services.
- Works collaboratively with the Youth Services Manager to develop and execute programs and services for shared target audiences.
- Provides leadership in outreach activities to area institutions; organizes and ensures materials delivery services. Oversees library staff participation in outreach activities.
- Provides input to library administration related to programming funding for the annual operating budget and long-range financial planning. Solicits sponsors for the Summer Reading Program.
- As a member of the Collection Development Team, selects library materials for specific areas of collection development. Purchases and collaborates with colleagues to create and maintain a diverse, current, and relevant collection of materials which meets the informational needs and recreational reading interests of the citizens of West Fargo, including students, teachers, adults, and New Americans.
- Oversees Adult Collection projects such as weeding, relabeling, and auditing. Makes recommendations to the Library Director and Library Board regarding changes to the Library's Collection Management Policy.
- Analyzes collection usage statistics, as well as trends and changes in population served, to determine materials budget allocation, make collection-level selection and deselection decisions, and provide input to library administration related to annual operating budget and long-range financial planning.
- Responds to patron purchase requests and reviews donated items for possible inclusion in the Library's collection. Maintains knowledge of current trends, emerging technologies, service to seniors and New Americans, and related fields.

Youth Services Manager Special Assignment

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides leadership in the planning and conduct of recreational and educational library events which are developmentally appropriate for children and teens; arranges outside presenters as needed; evaluates outcomes of programs, events, and activities. Identifies target audiences, writes press releases, and collaborates with staff to ensure timely publicity for events.
- Analyzes collection usage statistics, as well as trends and changes in population served, to determine materials budget allocation, make collection-level selection and deselection decisions, and provide input to library administration related to annual operating budget and long-range financial planning.
- Promotes child development and literacy through story times, afterschool activities, and other programs.
- Increases public awareness of library resources and services by establishing contacts with organizations and businesses in the West Fargo community, planning the Library's participation in community events, and establishing offsite programming. Collaborates with regional libraries, schools, daycares, and other organizations serving youth to expand library service and provide joint literacy, cultural, and library programs.
- Works collaboratively with the Adult Services Manager to develop and execute programs and services for shared target audiences.
- Oversees staff who plan and implement youth programs, considering potential presenters and program proposals in relation to the Library's service goals and leading program evaluation.
- Provides leadership in outreach activities to area institutions; organizes and ensures materials delivery services. Oversees library staff participation in outreach activities.
- Provides input to library administration related to programming funding for the annual operating budget and long-range financial planning. Solicits sponsors for the Summer Reading Program.
- As a member of the Collection Development Team, selects library materials for specific areas of collection development. Purchases and collaborates with colleagues to create and maintain a diverse, current and relevant collection of materials for children and teens.
- Responds to patron purchase requests and reviews donated items for possible inclusion in the Library's collection.
- Oversees Children and Teen Collection projects such as weeding, relabeling, and auditing. Makes recommendations to the Library Director and Library Board regarding changes to the Library's Collection Management Policy.
- Maintains knowledge of current trends, emerging technologies, youth development, and related fields.
- As the head of the Summer Reading Program Team, creates an annual project plan that establishes project deadlines and goals, tracks progress in meeting project milestones, and establishes team roles and provides direction to all team members.

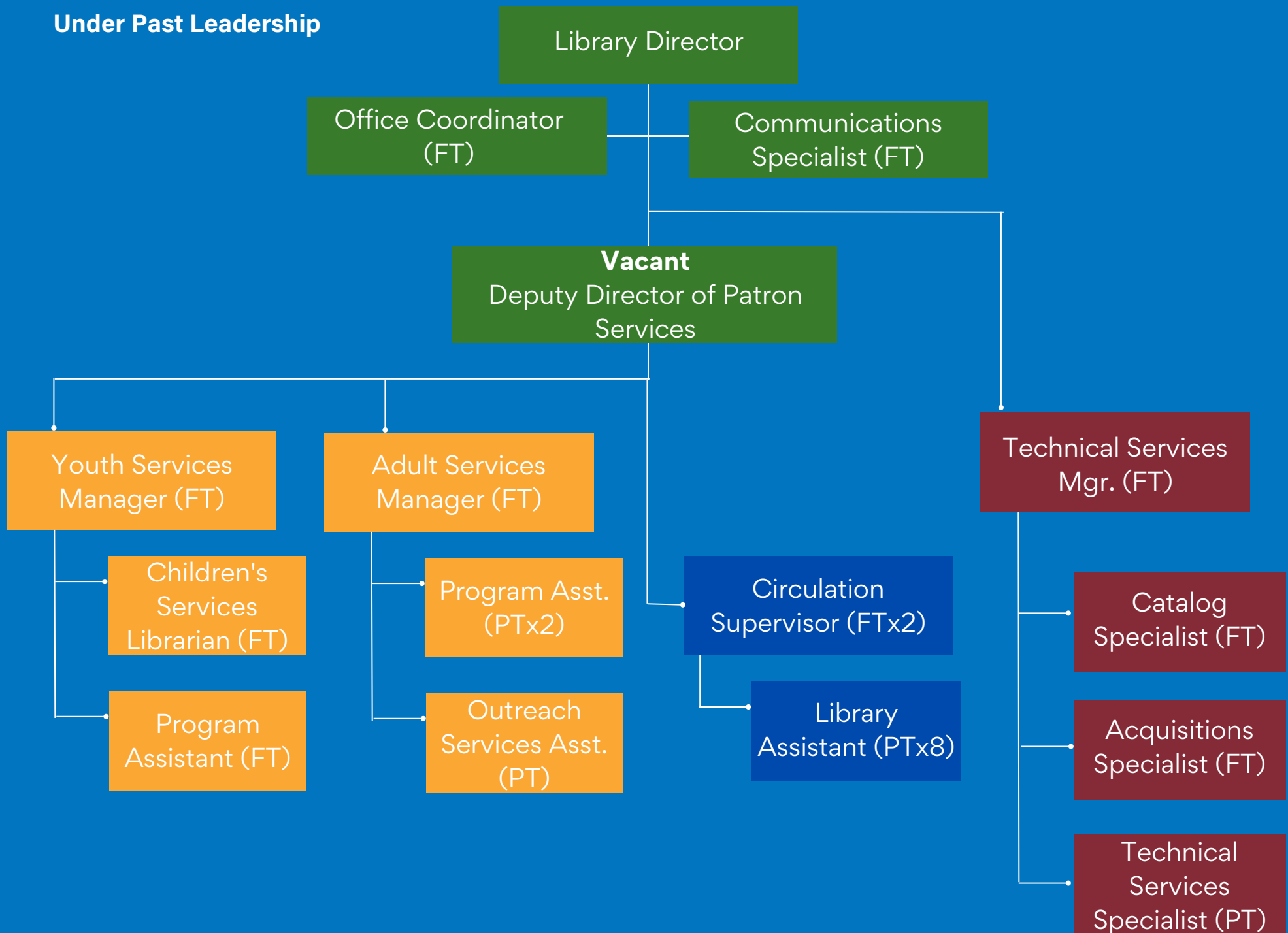
Technical Services Manager

Special Assignment

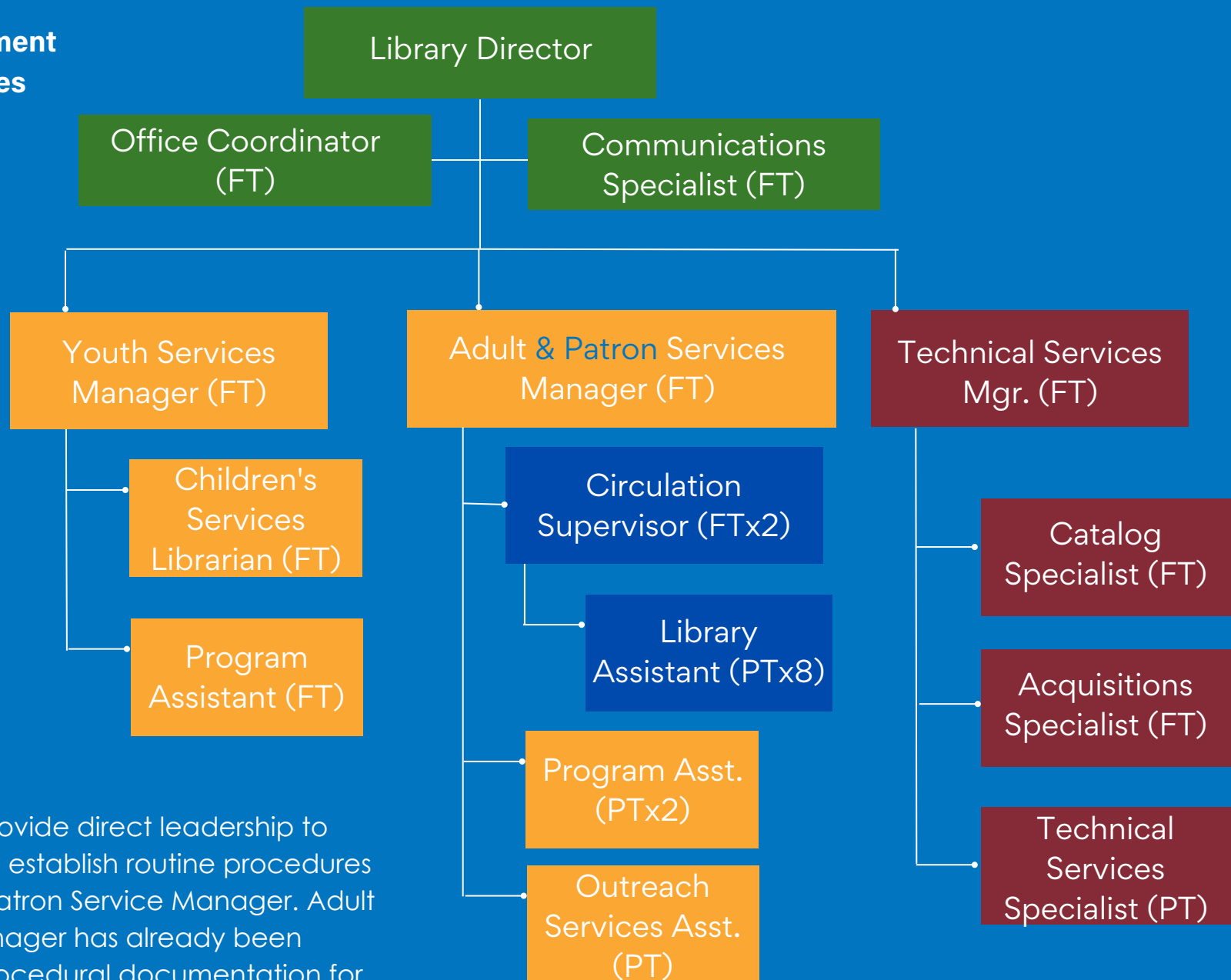
ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides leadership in the area of technical services for print, audio visual, serials, and electronic resources.
- Analyzes collection usage statistics, as well as trends and changes in population served, to determine materials budget allocation and provide input to library administration related to annual operating budget and long-range financial planning.
- In coordination with the Library Director, devises technical services goals, guidelines, policies, and procedures to be used by the technical services staff. Makes recommendations to the Library Director and Library Board regarding changes to the Library's Collection Management Policy.
- Oversees technical services staff and plans and implements improvements to all technical services operations, including ordering, receiving, cataloging, processing, and preservation of materials to prepare items for patron use. Works with technical services and circulation staff to ensure the expedience of operations and provide new materials to patrons as quickly as possible.
- Responds to patron purchase requests on digital platforms (such as Overdrive, Libby, Hoopla, and other digital database requests).
- Performs copy and original descriptive cataloging as needed for library materials in a variety of formats, languages and subject areas, applying RDA (Resource Description and Access), MARC, Library of Congress subject headings, and Dewey Decimal Classification.
- Acts as the Library's technology liaison to the Online Dakota Information Network (ODIN), advocating for system-wide policy and configuration of the integrated library system (ILS) that meets the needs of the Library and West Fargo community. In collaboration with ODIN, Library staff, and City IT, manages the Library's 3rd party vendor integrations, system issues, and configuration changes within the ILS.
- Generates reports; compiles usage and circulation statistics for various stakeholders. Maintains consistency of patron and bibliographic data, conducting cleanup as needed.
- Provides leadership in special technical services projects such as inventory, and re-labeling.

Under Past Leadership

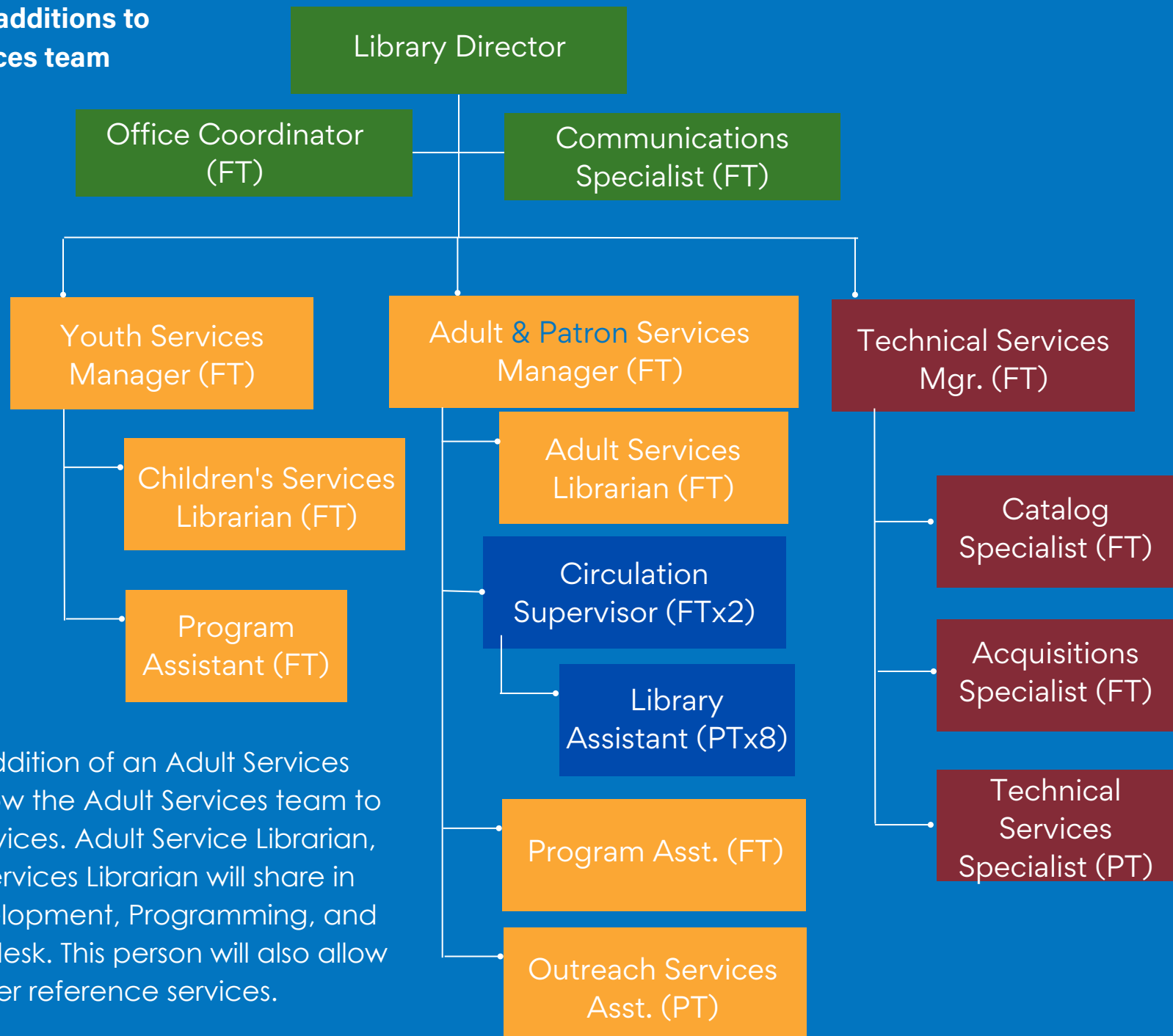


**Proposed adjustment
to Adult Services**



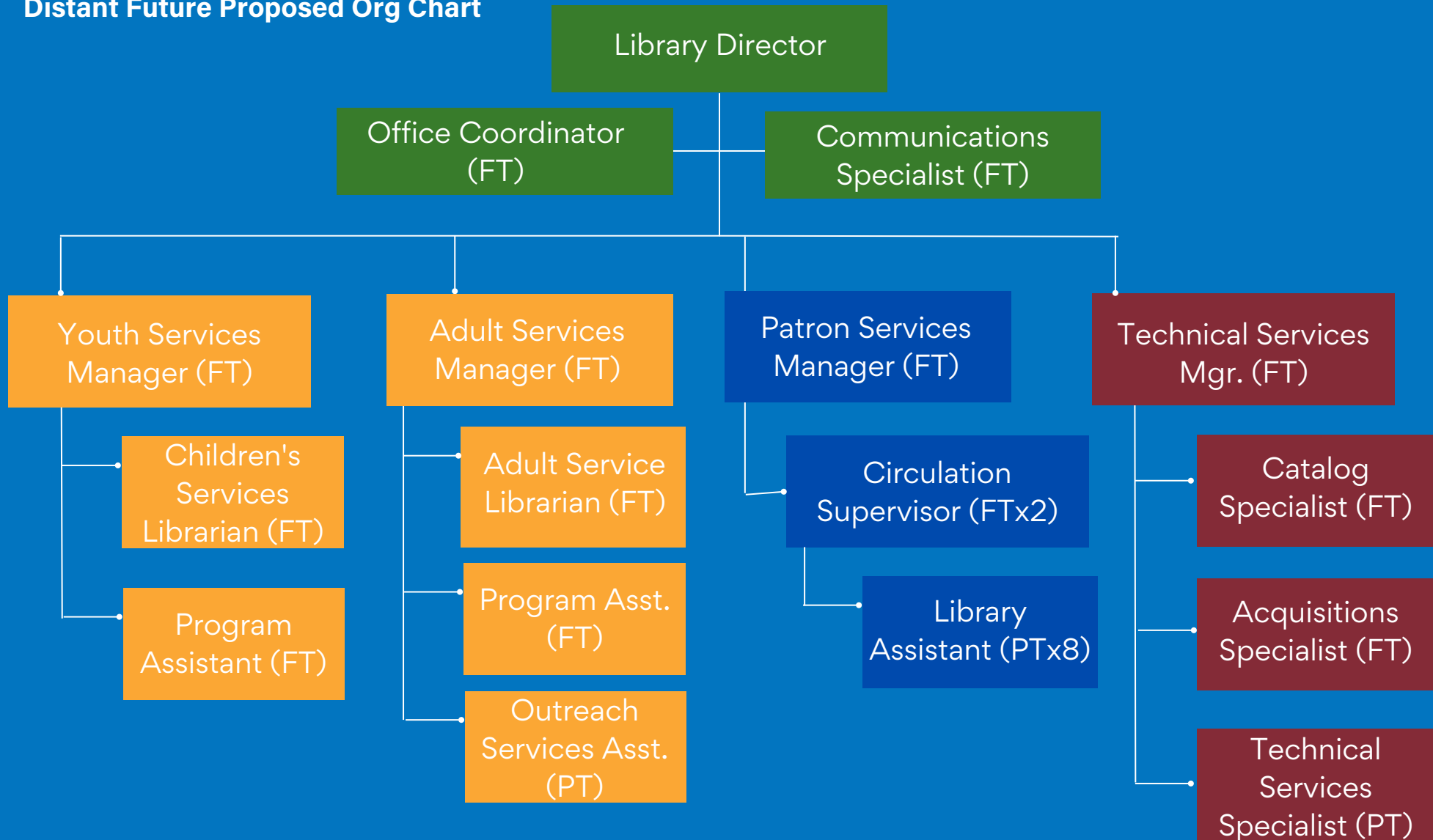
Intention: to provide direct leadership to Circulation staff to establish routine procedures prior to hiring an Patron Service Manager. Adult Services Manager has already been instrumental in procedural documentation for this team since removal of Patron Services Manager position by previous Director.

Proposed future additions to to Adult Services team



Intention: the addition of an Adult Services Librarian will allow the Adult Services team to mirror Youth Services. Adult Service Librarian, like Children's Services Librarian will share in Collection Development, Programming, and working at the desk. This person will also allow the library to offer reference services.

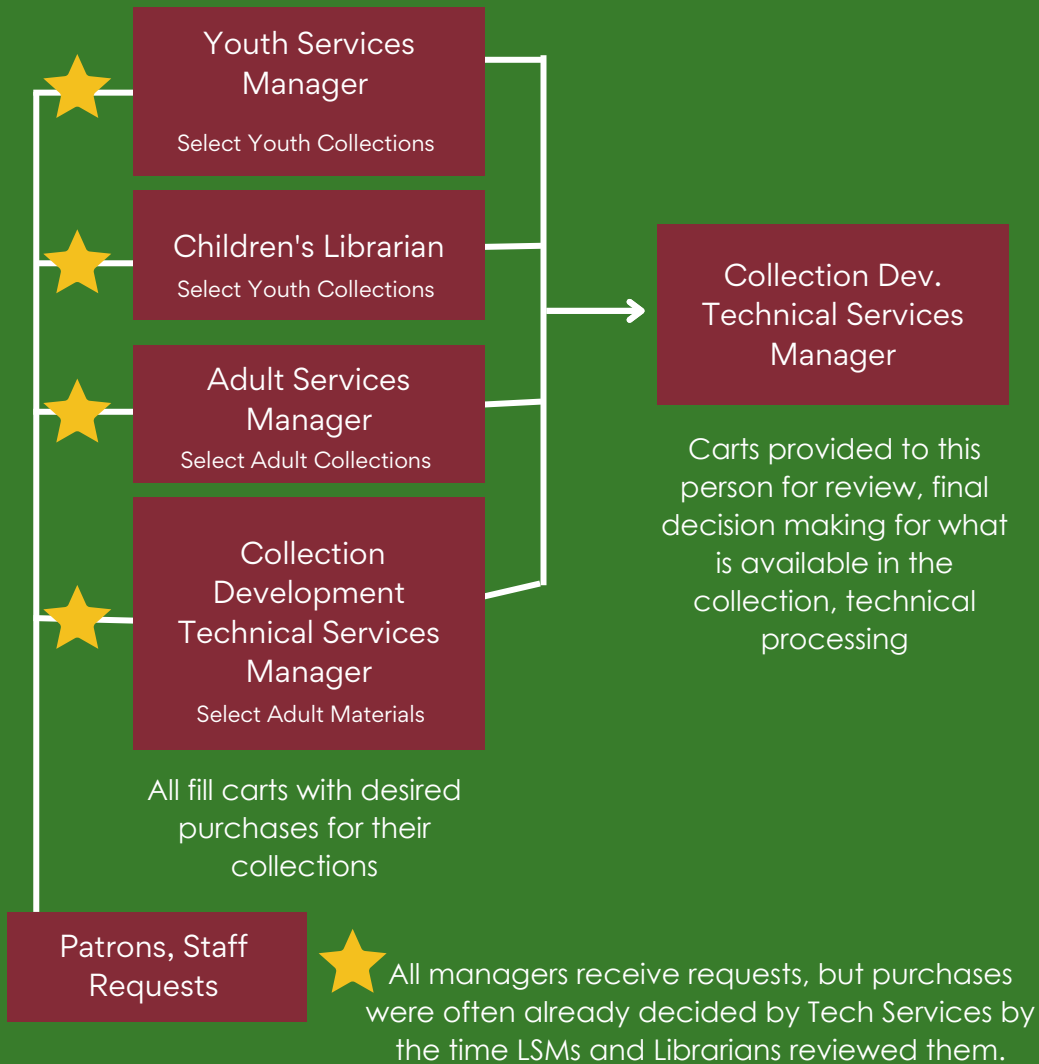
Distant Future Proposed Org Chart



Intention: following the closing of much-needed gaps in communication and internal circulation procedure updates, to remove Patron Services duties from the Adult Service Manager to allow them to focus their service area of Adult Services and Outreach Services.

Current Lifecycle of Materials

Purchasing



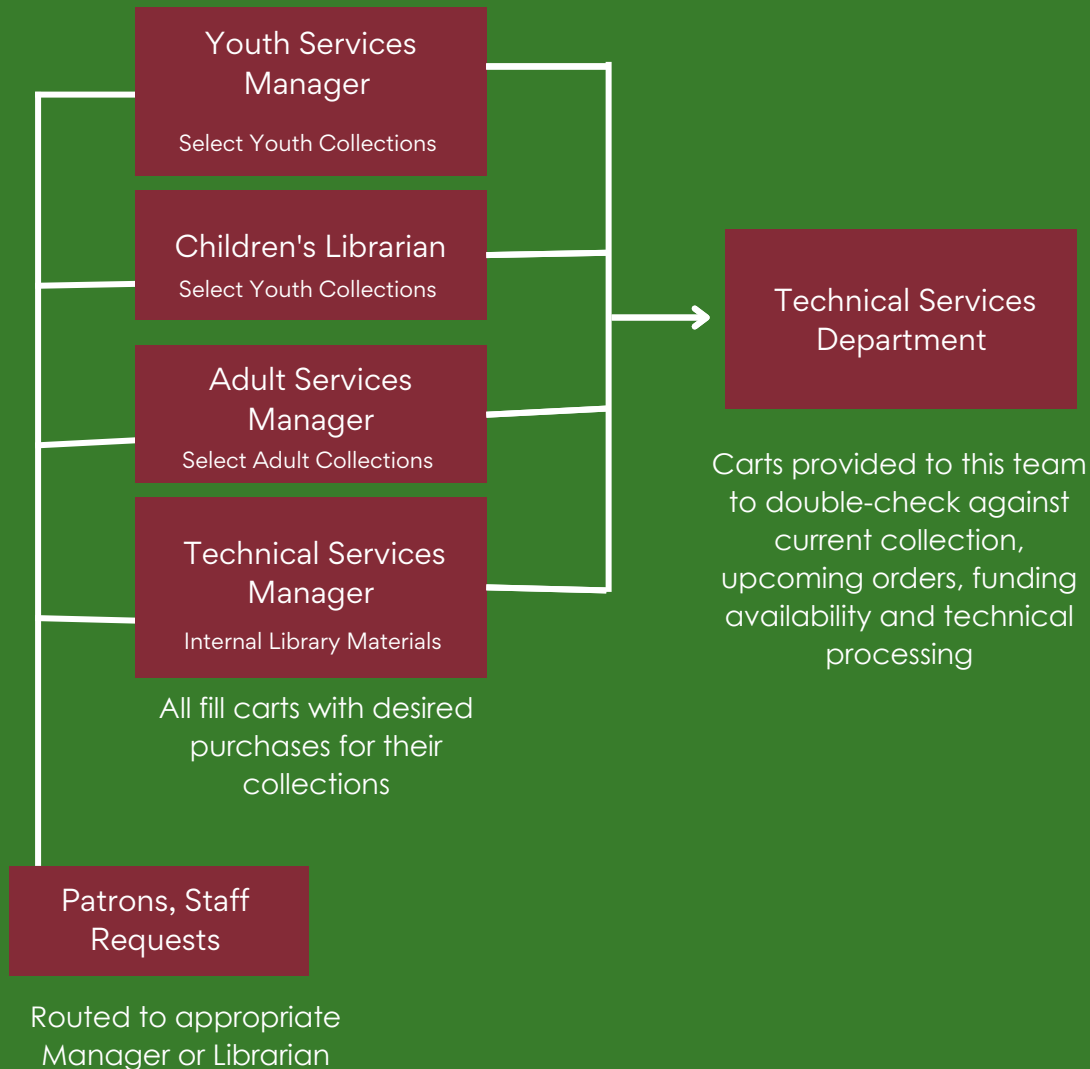
Collection Health/Weeding

Collection Dev.
Technical Services
Manager

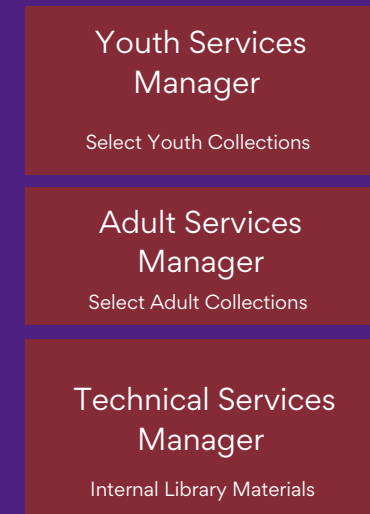
Once an item exists in our collection, the Collection Dev. Technical Services manager reviews nearly all materials for weeding opportunities. LSMs review pulled carts, some of the time.

Proposed Lifecycle of Materials

Purchasing



Collection Health/Weeding



Once an item exists in our collection, the management team reviews materials for weeding opportunities.

Note the removal of "Collection Development" from the Technical Services Manager title, not because this person is no longer involved, but because all managers are involved in that process as has always been the intention.

The intention of Collection Development change is to allow Library Service Managers and Librarians to "own" the development (purchasing, health, and weeding) of their associated collections.

- Currently, the Technical Services Manager is operating as the final decider for collection development, essentially managing other Library Service Managers.
- While the term "Collection Development" is removed from the Technical Services Manager title, it is not because this person isn't involved in the process. It is because all Library Services Managers are involved in the Collection Development process.
- Library Service Managers and Librarians frequently interact with patrons, have a "pulse" on the community, directly provide services and host programs, etc. Having these individuals more directly manage their collections through the entire lifecycle of an item is a logical connection to the other services of the library.
- Having LSMs and Librarians manage their collections allows the library to be proactive about what items are in the collection and why. These individuals are experts in their service areas.
- Excitement and knowledge of each service area's collection will also allow for proactive communication and promotion of our collection as a whole.