

North Riverside Public Library

2400 S. Des Plaines Avenue
North Riverside, Illinois 60546

Agenda
Committee of the Whole
Board of Trustees
November 7th, 2022
6:00 PM

1. Open of Meeting

- A. Call to order
- B. Determination of quorum
- C. Recognition of visitors to the meeting
- D. Approval of agenda and requested changes to agenda

2. Open Forum

Audience Members wishing to address the Board: please complete the open forum sheet provided and give it to the Board Secretary.

3. Special Technology Presentation: Mike Bradley will go over the feature of new Board tablets, how to place holds in the new locker system and other topics by request.

4. Minutes

- A. Accept Minutes of August 1, 2022 Committee of Whole Meeting.

5. Finance

6. Advocacy

- A. Village Tree Lighting Ceremony (Dec. 7th 6-8 with tree lighting at 6:30pm)

7. Building & Grounds

- A. Lower Level update discussion

8. Personnel

- A. Updated job description

9. Policy

10. Strategic Planning

- A. Standards for IL Libraries Chapters 7 & 8
- B. Board Evaluation

11. Adjournment

The Library Board meeting is scheduled for Monday, November 21st, 2022 at 6:00pm.



NORTH RIVERSIDE PUBLIC LIBRARY

NORTH RIVERSIDE, IL





Geneva Public Library District
Genoa Public Library, Genoa, Illinois
Glenwood-Lynwood Public Library, Lynwood, Illinois
Grand Forks Public Library, Grand Forks, North Dakota
Harm Weber Academic Center, Judson College, Elgin, Illinois
Jamestown Public Library Feasibility Study, Jamestown, North Dakota
Kingsport Pubic Library Feasibility Study, Kingsport, Tennessee
LaGrange Public Library, LaGrange, Illinois
Lake Villa Public Library District
Lemont Public Library, Lemont, Illinois
Matson Public Library, Princeton, Illinois
Matteson Public Library, Matteson Illinois
McFarland Public Library Feasibility Study, McFarland, Wisconsin
Mokena Public Library, Mokena, IL
Mt. Morris Public Library , Mt. Morris, Illinois
Natrona County Public Library, Casper, Wyoming
New Lenox Public Library, New Lenox, Illinois
Normal Public Library, Normal, Illinois
Oregon Public Library, Oregon, Illinois
Park Ridge Public Library
Peoria Library Lincoln Branch, Peoria, Illinois
Peoria Library Main Library Renovation, Peoria, Illinois
Peoria Library North Branch, Peoria, Illinois
Schaumburg Public Library District, Hoffman Estates Branches
Somonauk Public Library, Somonauk, Illinois
Stickney Public Library
Three Rivers Public Library District
Toulon Library District, Building Feasibility Study
Vernon Area Library
Watertown Wi Public Library
West Chicago Public Library, West Chicago, Illinois
Wheaton Public Library, Wheaton, Illinois
Whiting Public Library
Whitewater Public Library, Whitewater Wisconsin
Winnetka Public Library, Winnetka, Illinois
Wood Dale Public Library
Yorkville Public Library, Yorkville, Illinois

**The StudioGC Library Team has
worked on over 100 library
projects**







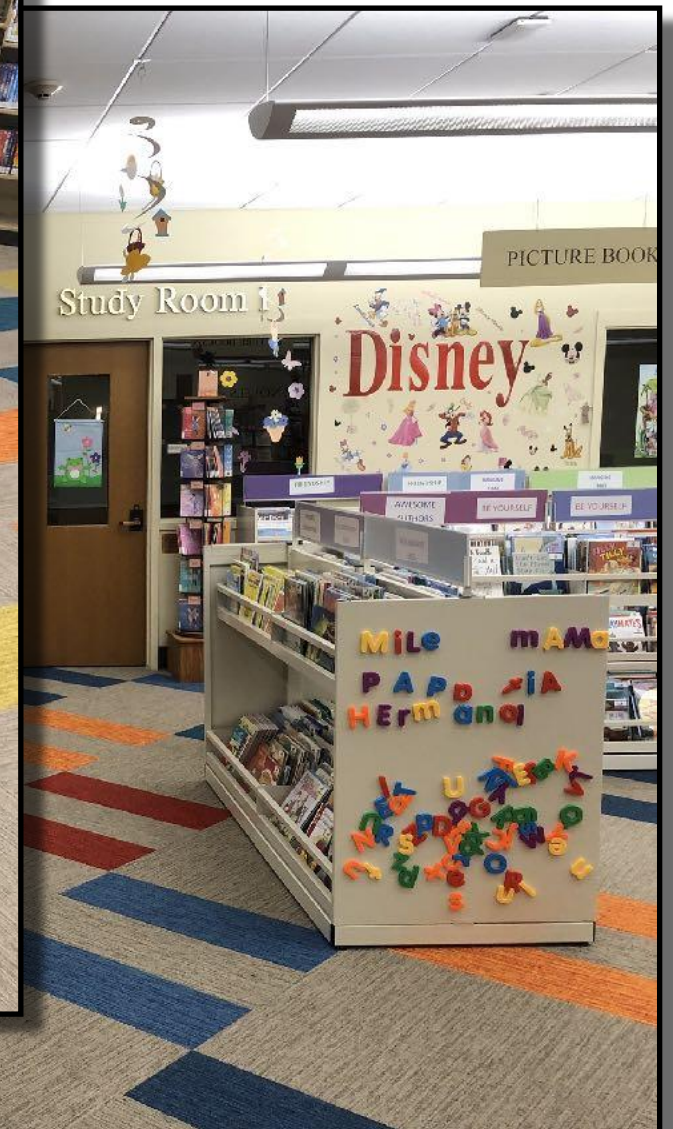
60 ft

57 ft

Libraries tend to evolve organically over time and generally become more cluttered as new materials and services are added

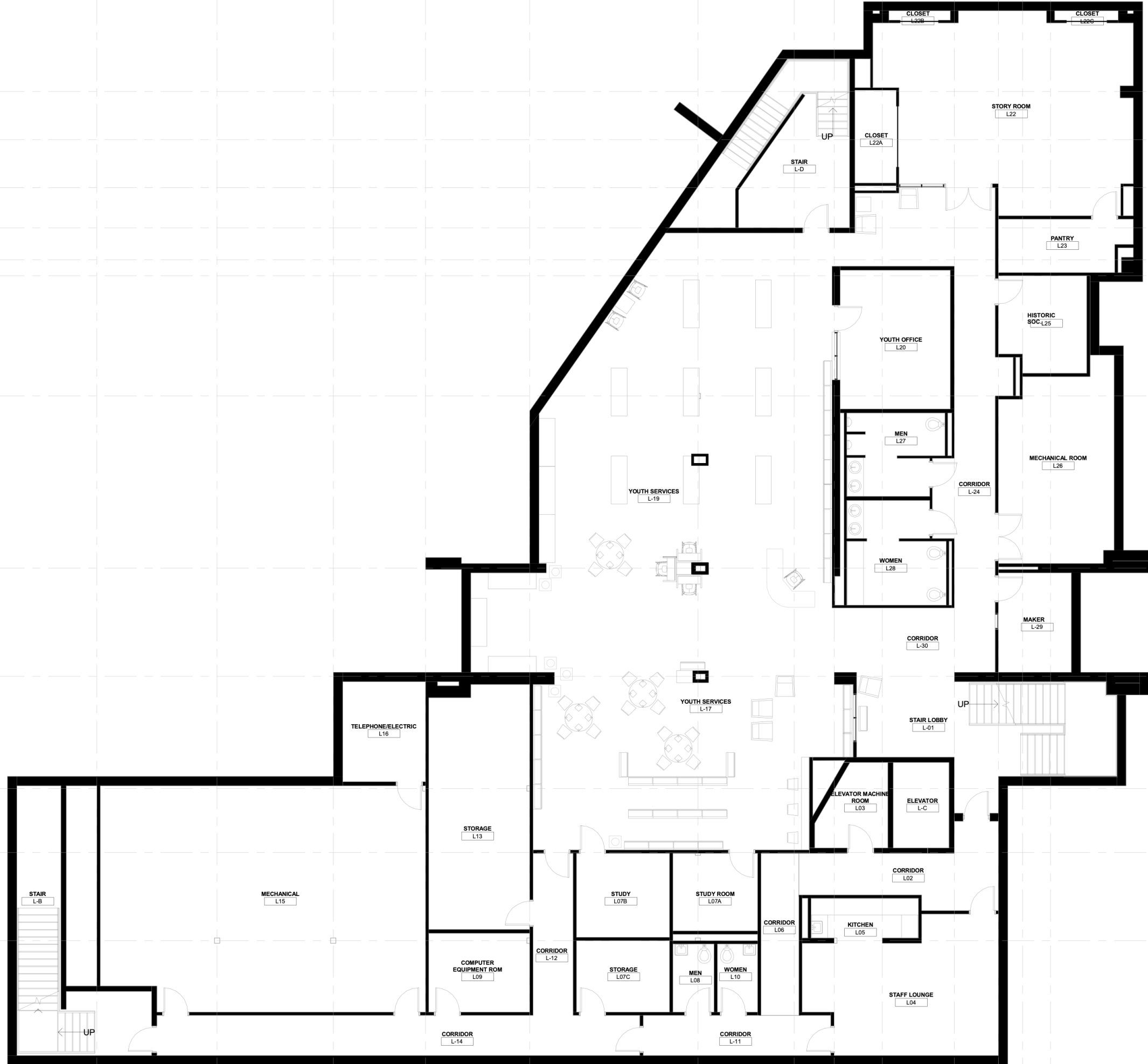


The original designers treated the children's library design as if they were small adults, using the same materials and furniture at a smaller scale. We think that children should have a more interesting environment that is suited to their development.



**Contemporary library furniture is
better suited for digital
connectivity and much better in
terms of ergonomics**





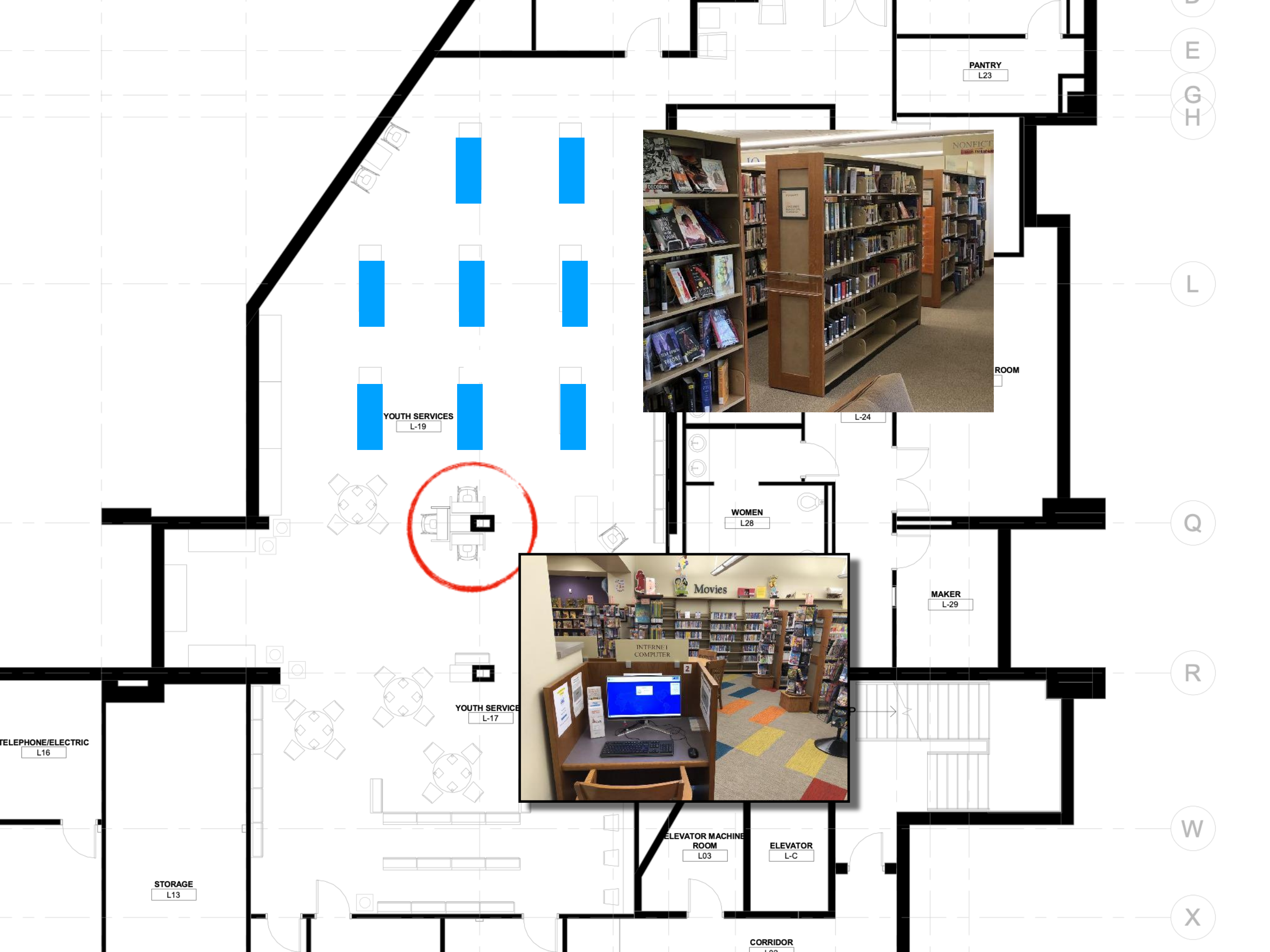
B
C
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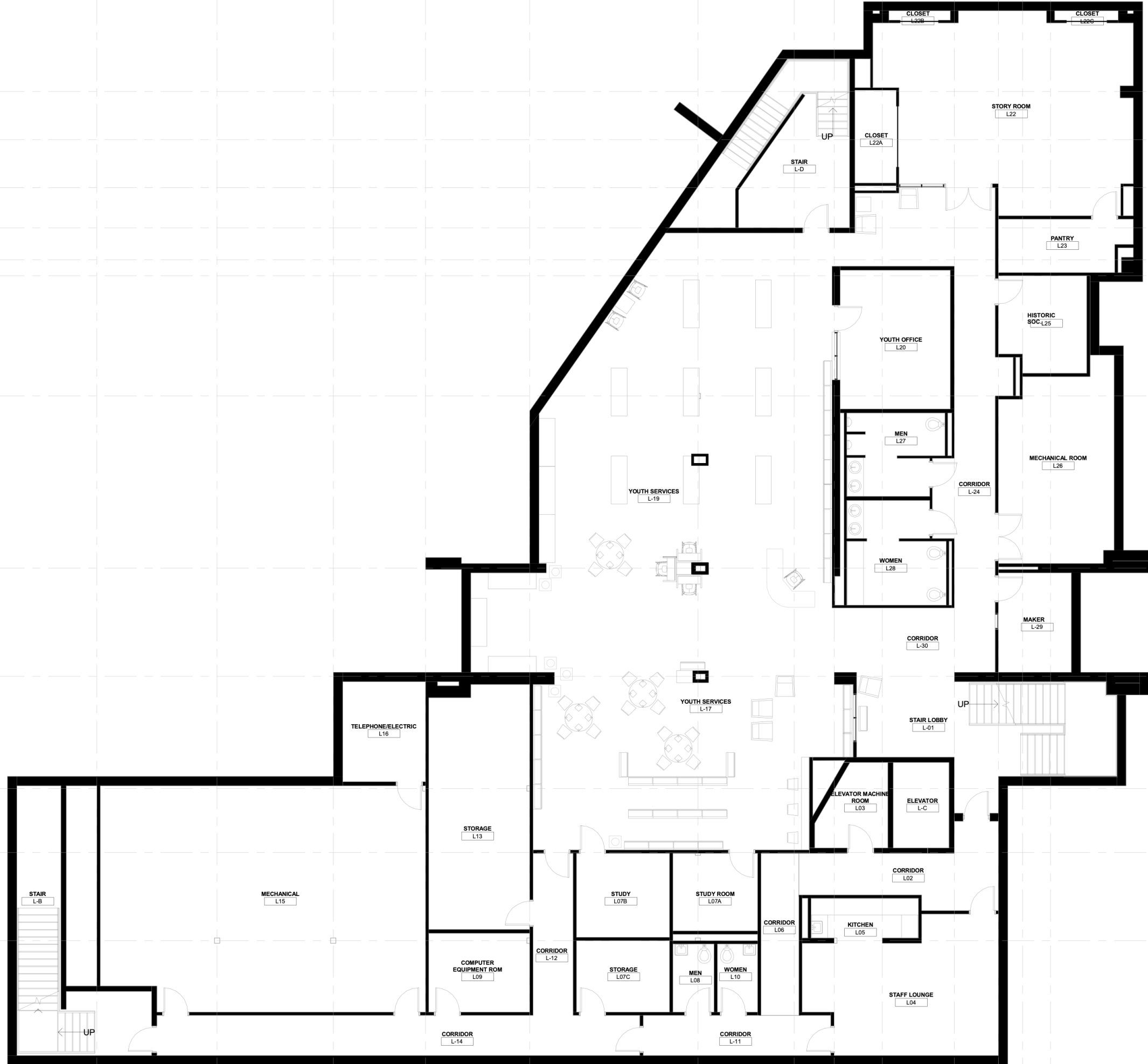
R

W
X
Y



Even some simple reorganization can open up more space for you to work with





GOALS

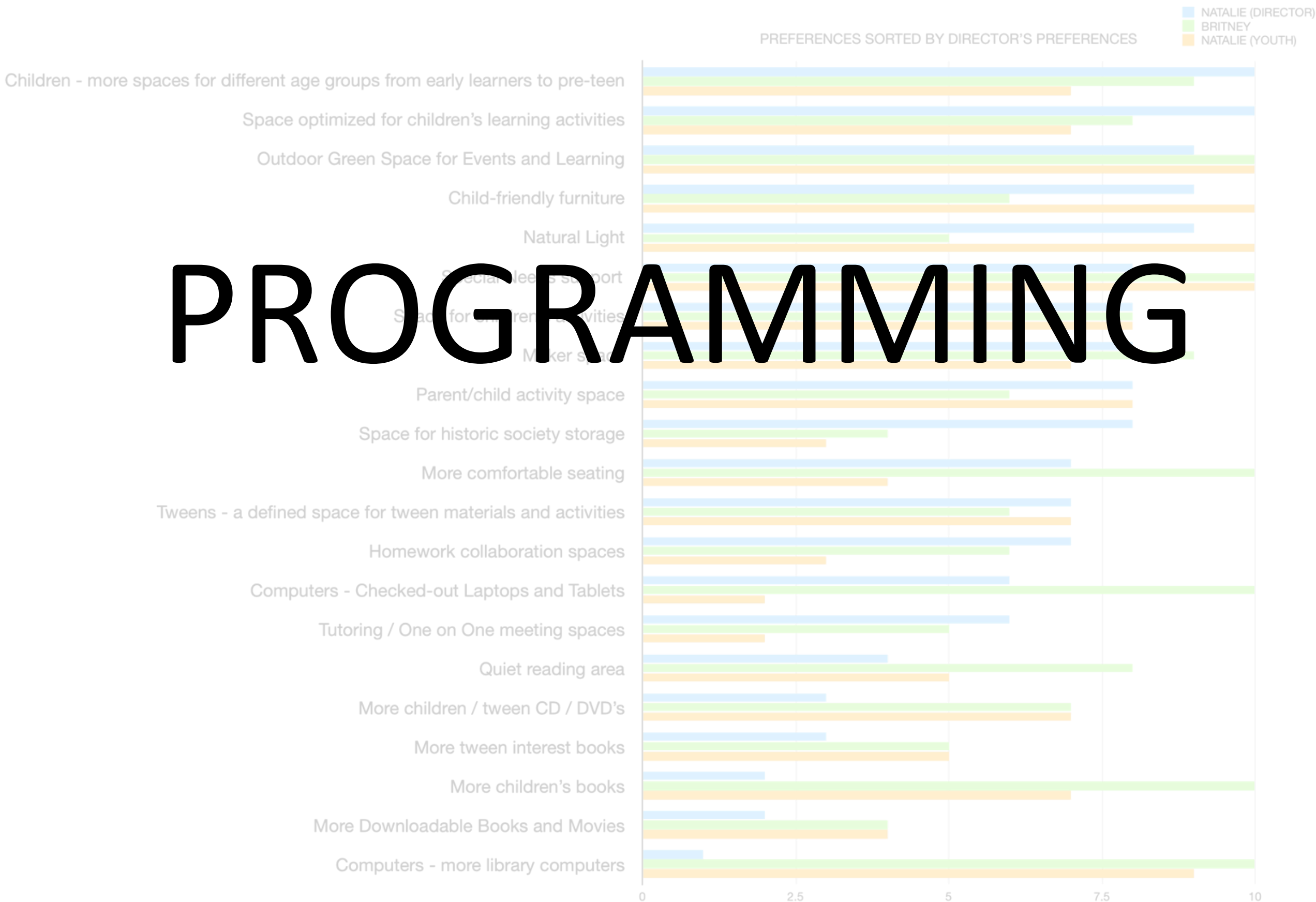


**NORTH RIVERSIDE
PUBLIC LIBRARY**

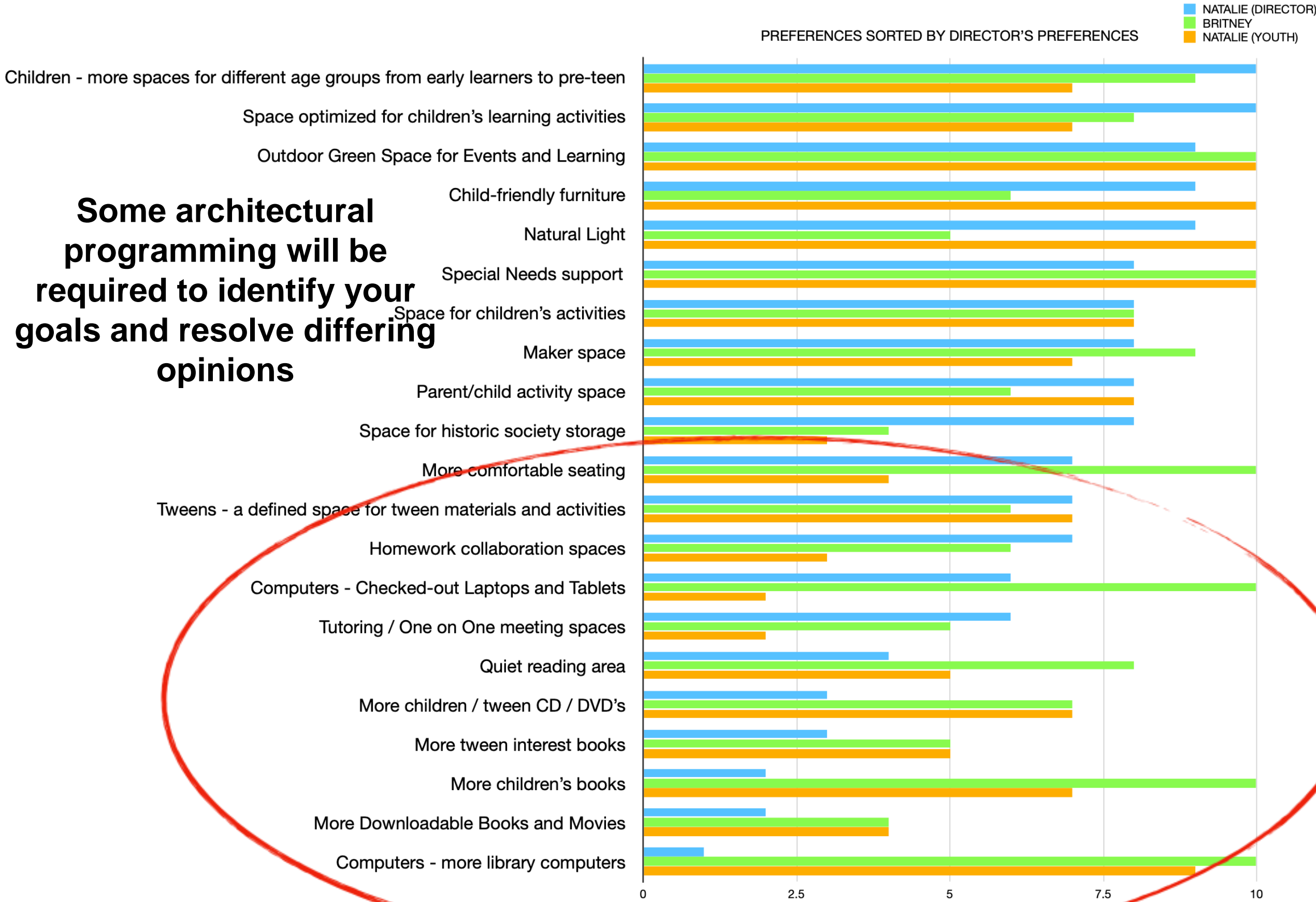
NORTH RIVERSIDE, IL



PROGRAMMING



Some architectural programming will be required to identify your goals and resolve differing opinions



STATS

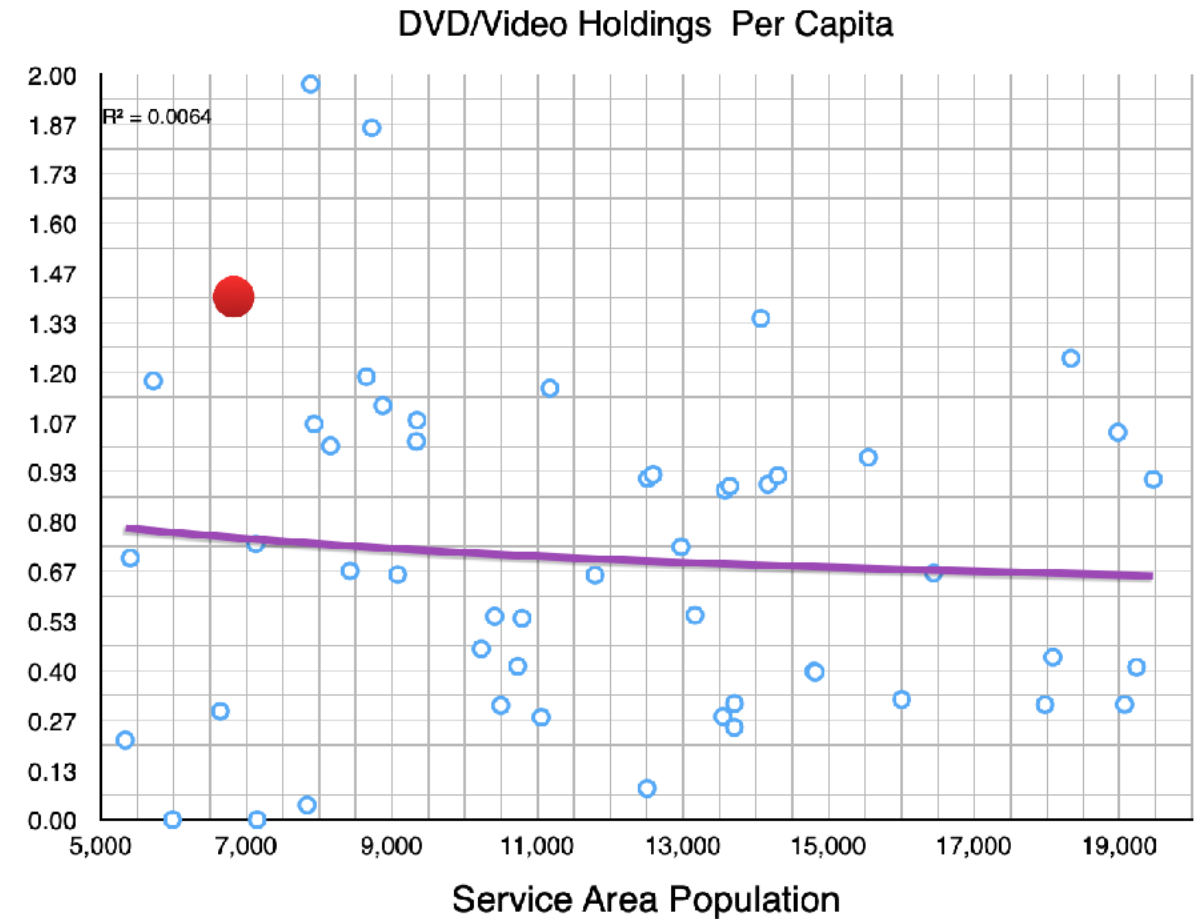
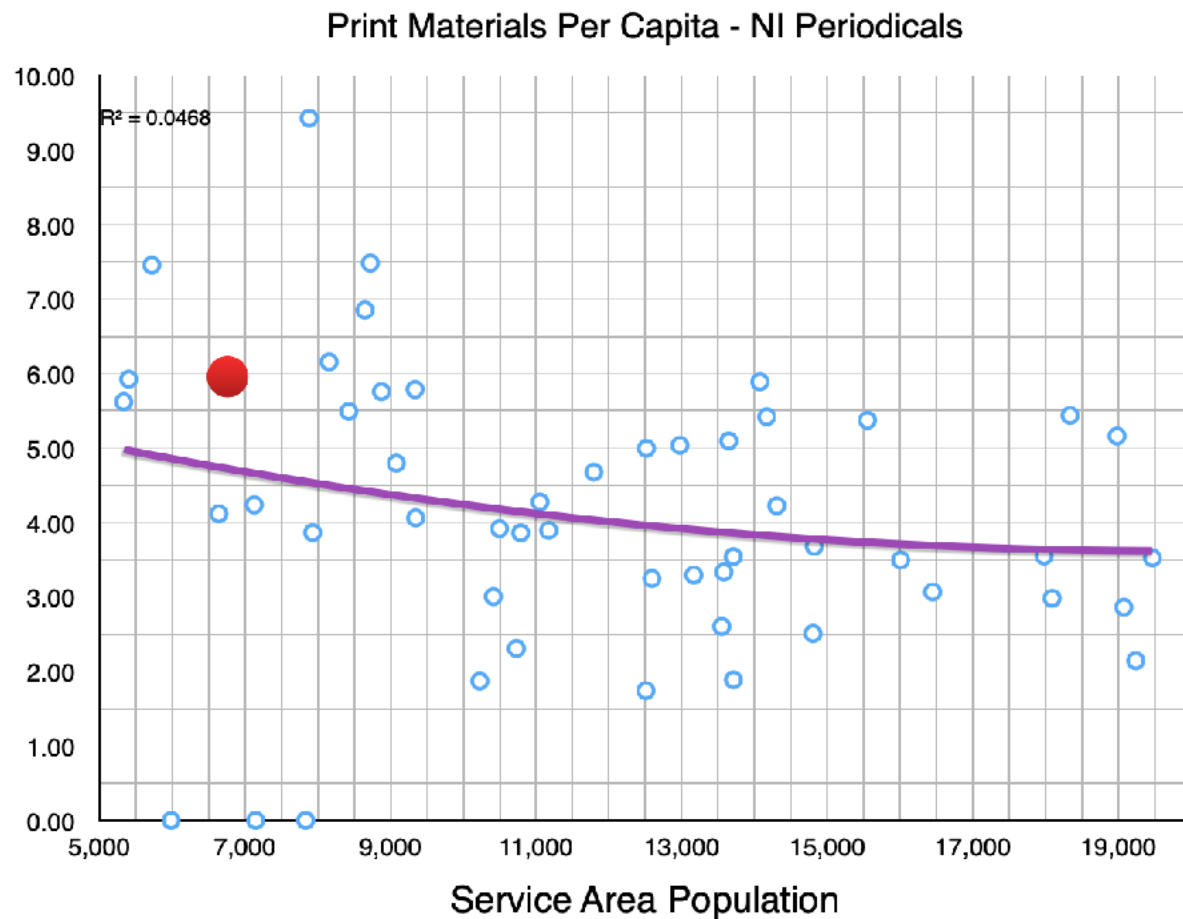


**NORTH RIVERSIDE
PUBLIC LIBRARY**

NORTH RIVERSIDE, IL



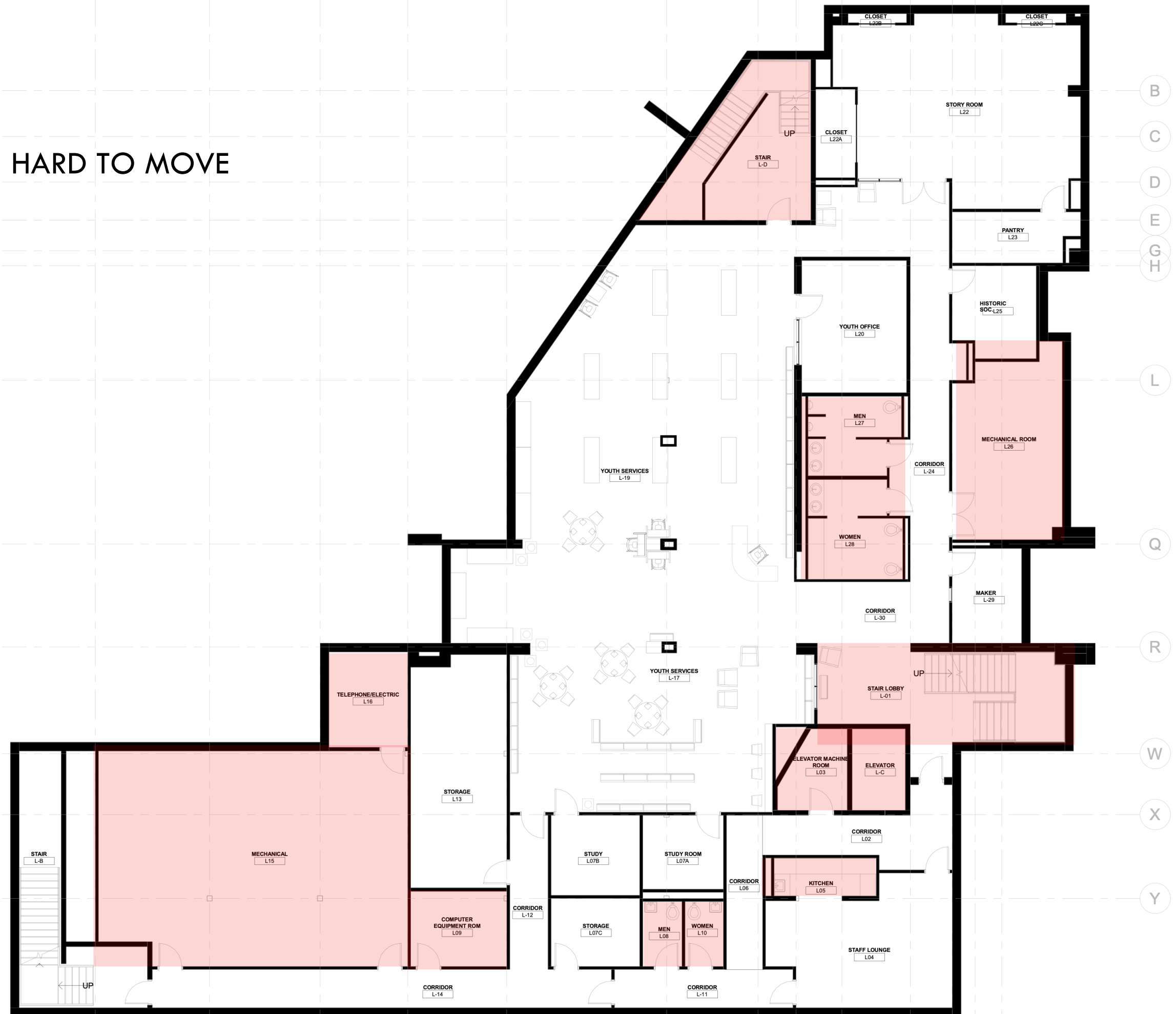
Peer comparisons suggest that holdings could be reduced somewhat to free up space for new services



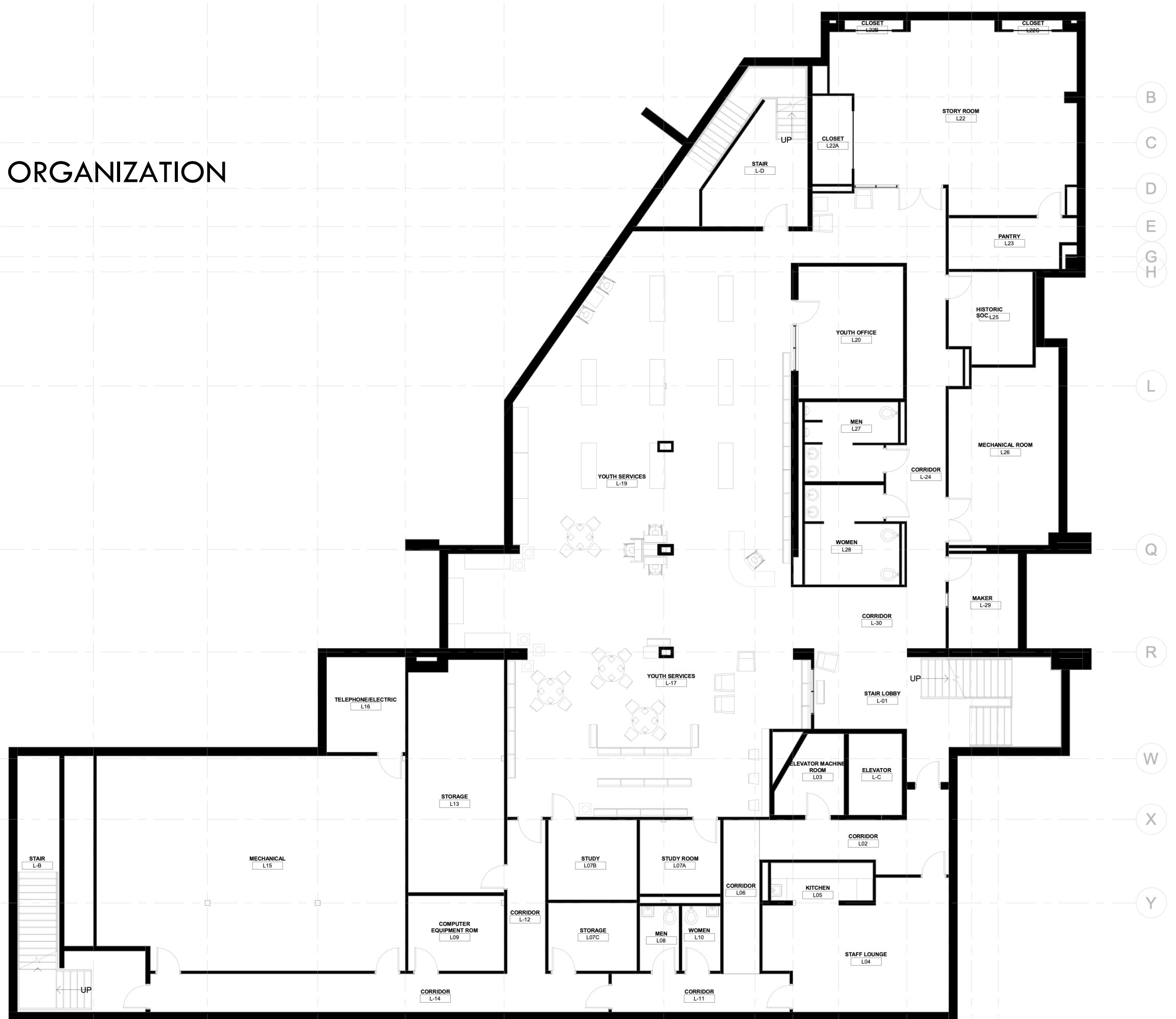
HARD TO MOVE



HARD TO MOVE



ORGANIZATION





We suggest looking at ways to introduce natural light and eliminate adults having to walk through children's spaces to get to the small group meeting rooms

NATURAL LIGHT SPACE SHARED BETWEEN YOUNGER & OLDER CHILDREN



NATURAL LIGHT



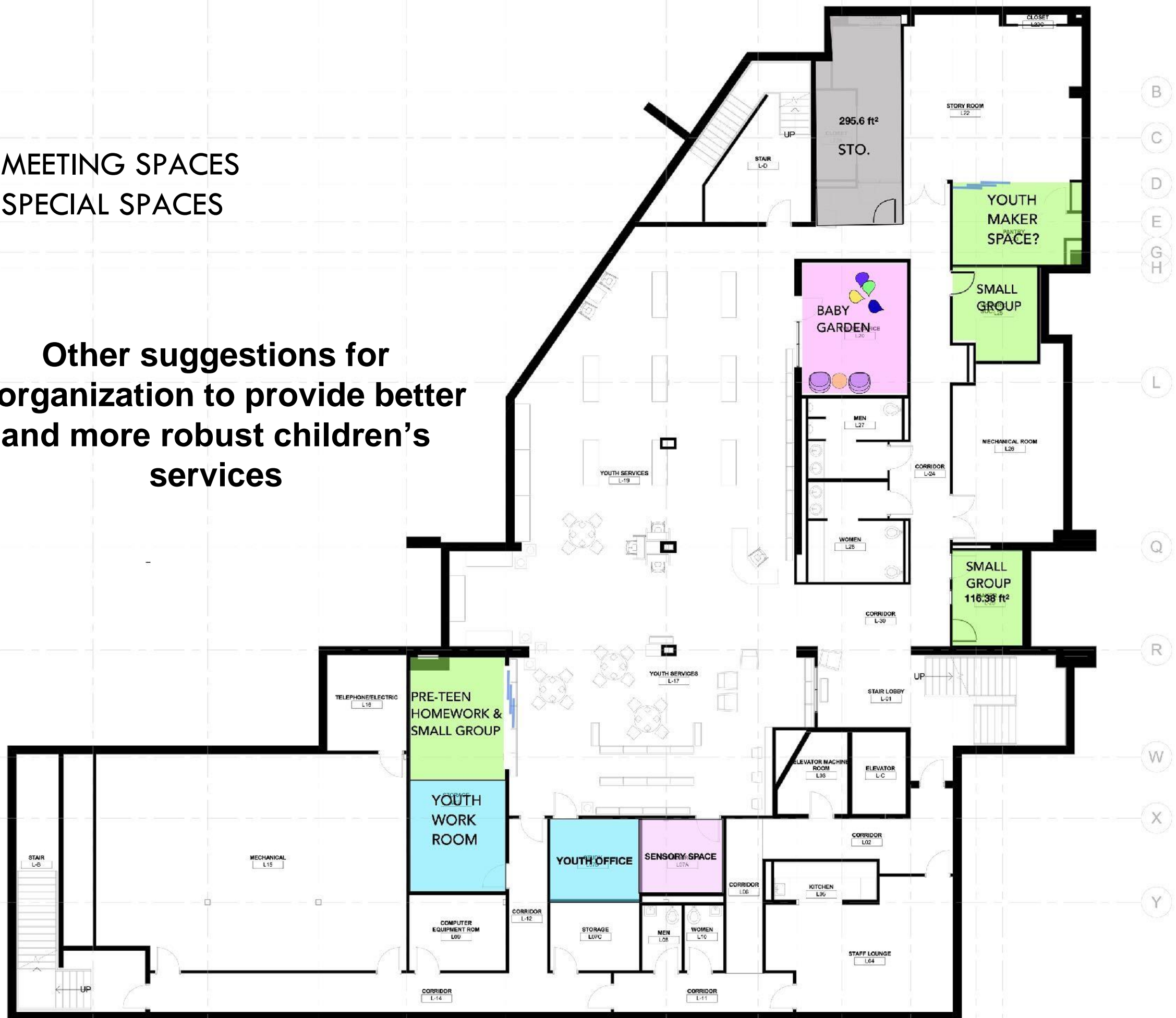
NATURAL LIGHT

A sunken garden and/or light wells might be a way to do that and provide some outdoor space



MEETING SPACES
SPECIAL SPACES

Other suggestions for reorganization to provide better and more robust children's services





INTERIORS



**NORTH RIVERSIDE
PUBLIC LIBRARY**

NORTH RIVERSIDE, IL





BOARD BOOKS

GAMES COMPUTERS



Please stay together

LIBRARIES ARE TOAD-ALY
Aahhh-some!

Spring Showers Bring Reading Hours

Looking Lullaby

Why Does He Have Moxie?

Baby on Board

Superhero ABC

Canine Canine

I'm New Here

950
900
850
800
750
700
650
600
550
500
450
400
350
300
250
200
150
100
50
0



Very adult-looking
palette

NONFICTION

Reference

Bio

Spinner
#1

Check Out
at top of stairs
see exit

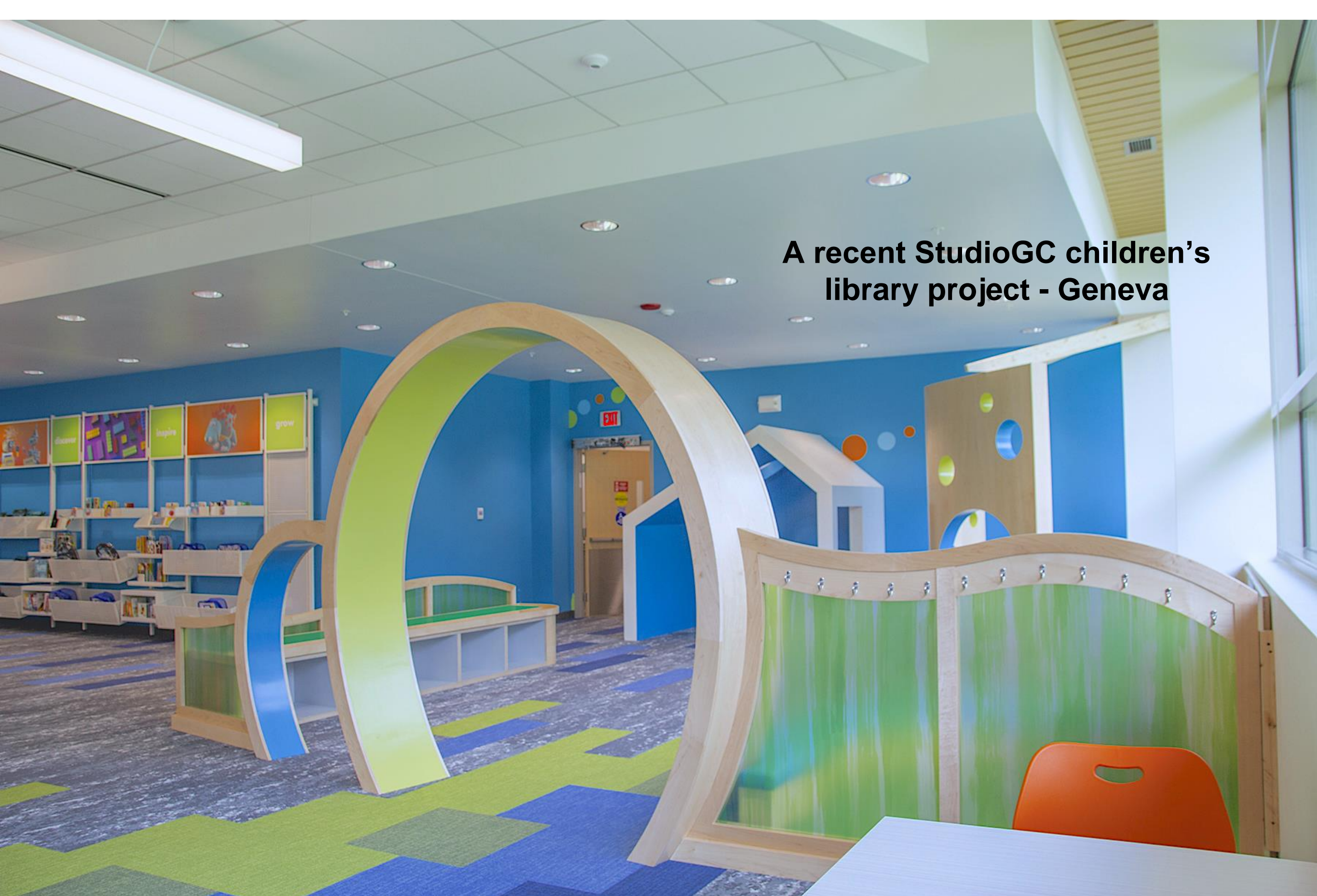
WAITING

DIARY
OF A
FLY

kai to the
Rescue!

DONATED BY THE
NORTH RIVERSIDE
FRIENDS OF THE LIBRARY
2007

A recent StudioGC children's library project - Geneva





**Our Lake Villa
Children's
Library**

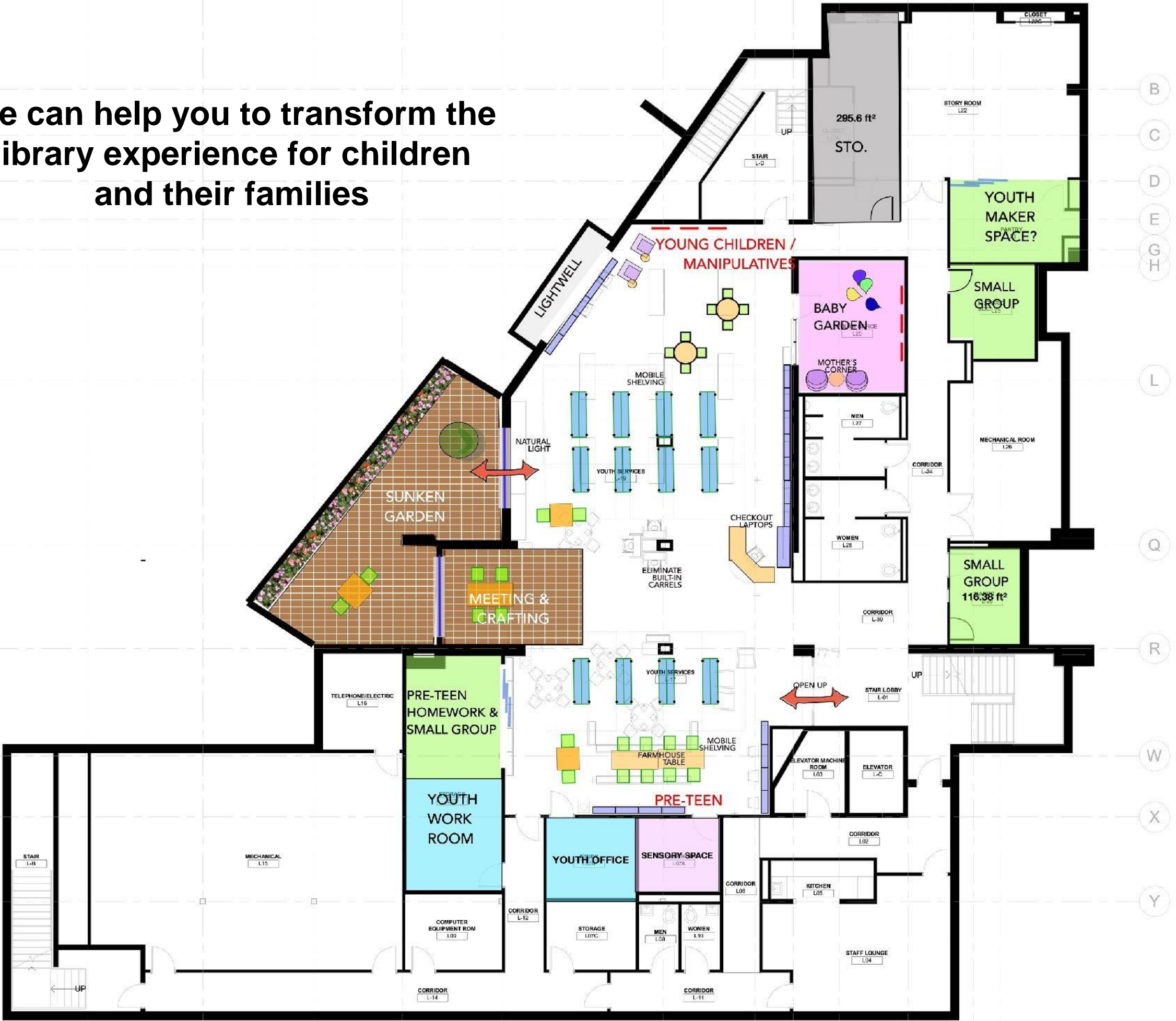
There is a place for fun in children's library design. Green Hills Children's Library



Special spaces for children with special needs



We can help you to transform the library experience for children and their families





NORTH RIVERSIDE PUBLIC LIBRARY

NORTH RIVERSIDE, IL



**The following are some other
miscellaneous images of our
recent library work**













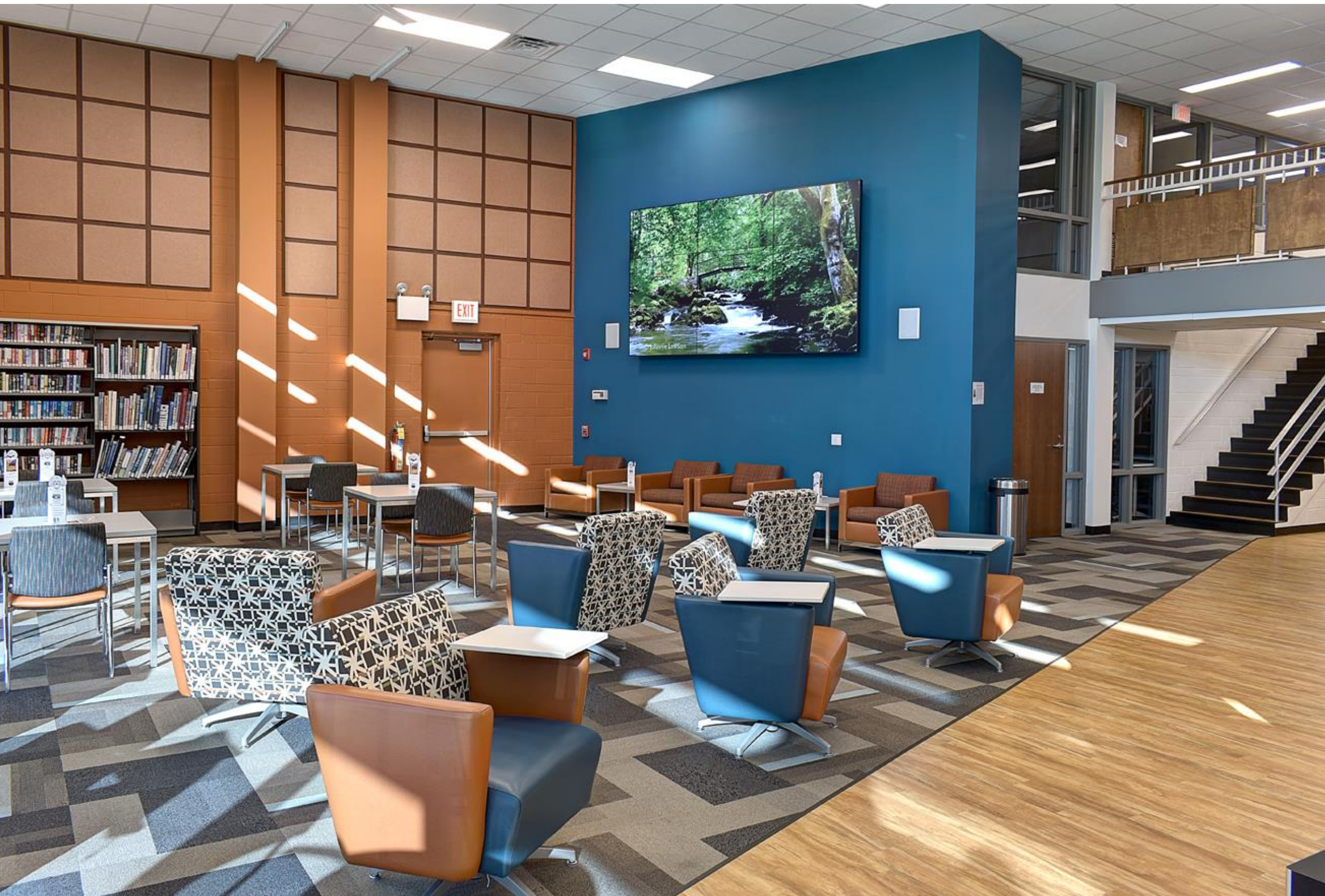














Fossil Ridge Library - before and after



Dolton Library - before and after



Phased Lower Level Renovation Plan:

Phase 1:

- Empty Study Rooms 1 & 2 (tables, chairs, white boards).
- Move Karen into Study Room 1 temporarily.
- Move Natalie into Study Room 2 which will be her permanent office.
- Empty the Annex (table, work benches, tall cabinet).
- Empty the former YS storage room (filing cabinet, table, chair, rolling cart).
- Remove shelving from the YS storage room as needed
- Possible new flooring in YS storage room.
- Repaint Annex and former YS storage room.
- Install window in the former YS storage room to mirror the Annex.
- Repurpose former Annex and YS storage room into new Study Rooms 1 & 2.
- Repaint the former YS office.
- Repurpose YS office into new baby room.
-
- Total anticipated cost for paint and accessories for baby room/offices: estimated: \$750 (window/floor/paint/decals) – Funds will come from the Library's budget.

Phase 1 Justification:

- Renovations to the Youth Services department in various local libraries has led to an average of 20% per week increase in traffic over pre renovation numbers.
- The goals of Phase 1 are to provide the following:
 - o 1. In what is now the Youth Services Office - dedicated safe space for our youngest visitors (0-2) where they can explore, be read to, and create. A safe space for this age group is not currently something that we provide. The American Academy of Pediatrics encourages reading to babies as soon as they are born and providing a space for that in our library will encourage more usage at this early age, increase participation in our 1000 Books Before Kindergarten program, and increase the usage of the Youth Services Area.
 - o 2. Move non-children accompanied adults out of the Youth Services main area. By moving the study rooms into the rooms that are located in the hallway leading to the Story Time room (currently the Annex and YS storage room), we will be decreasing the number of adults who are not accompanying children in the YS space. The move will decrease the number of noise issues. In addition, the Annex and YS Storage Room are larger and will be able to accommodate small groups of 6-8 rather than 4 people. The current YS Storage room would also house the accucut machine with its accompanying dies (used to cut shape out of paper) which is often requested by teachers, daycares and parents who want shapes for kids' crafts, invitations, etc.
 - o Moving Natalie into a separate office will allow for closed door HR conversations with employees which is not currently possible unless she asks others to leave the office.

Phase 2:

- Repurposing the Book Nook (area under the stairs) into the Parent Portal (name to be decided)
 - o Move the children's books and cube out of the space and cube shelving, install shelving from the former periodicals room for parent books/materials
- Repurposing the former periodicals room into YS workroom and homework/kids small group room
 - o Ceiling, lights, HVAC ventilation, electrical, finished flooring, wall to separate the 2 sides, door from small group meeting room into space specifically for youth
- Installing window into YS manager's office toward YS workroom
- Create a second closet in the nook area in the StoryTime Room (next to the current closet) to create additional storage space
- Move book cases to create open floor plan and tween space
-
- Total anticipated cost for former periodicals room renovation: \$ (awaiting quote) – Funding will be requested from Foundation and Friends for this phase.

Phase 2 Justification:

- The goals of Phase 2 are to provide the following:
 - o 1. Repurposing the former periodicals room (currently YS and records storage room) into 2 separate rooms which will become the YS work room/Karen's office and a tween work room/study space/program room. Our current study rooms are in high demand and are most used during finals. Providing another space that can be used but 8-10 teens/tweens to study but is a flexible space and can be used for small programs or youth groups to meet (such as the Girl Scout and Boy Scout troops who meet here when we have free spaces). The other half of the room will become the dedicated Youth Services work room and Karen's Tech Services area. Currently tech services (book and materials processing) supplies are spread out on the main floor and lower level wherever they fit. This space will be larger than her current area, allowing Karen to have all of the supplies needed in one area and increasing productivity. In addition, the YS department will be able to have dedicated work room areas for program preparation and off desk research.
 - o 2. Reworking the Book Nook (area under the stairs) into a Parent Portal will have a similar effect to moving the study rooms out of the main YS area, encouraging adults to use spaces outside of those dedicated to youth. In addition, moving those materials out of the main YS stacks will free space and shelving allowing for us to move shelving creating the open concept shown in the architectural layout.
 - o 3. Finally adding the additional closet in the YS Story Time room will assist with shifting YS materials storage and help the department to consolidate materials keeping better track of things they already have and cutting down on duplication of materials purchasing.

*Phases 3 – 5 have not been priced out yet and would be planned at a later date.

Phase 3:

- Renovation of current YS kitchenette: remove wall between kitchenette and StoryTime room, install locks on cupboards
- Total anticipated cost for renovations: \$

Phase 3 Justification:

- The goal of phase 3 is simply to increase the usability of the kitchenette attached to the Story Time room by removing the wall between the kitchenette and the Story Time room. Current programmers in the Story Time room do not feel comfortable leaving their program to go into the kitchenette with the limited visibility back into the room. Adding locks to the cabinets is precautionary since the area will be open to youth.

Phase 4:

- Installation of small window in YS
 - o Collaborate with Golf Course to dig out and install a window well and window into the side of the building
- Total anticipated costs: \$

Phase 4 Justification:

- Installing the window well will allow for natural light into the space. Numerous studies document the affect of natural light on creating a welcoming atmosphere and a positive working space. Numerous studies also document the negative effects of a lack of natural light on staff who work in those spaces and visitors to those spaces. As with adding the patio, adding the window well would support the goal of creating a welcoming space for our patrons and a healthy work environment for our staff.

Phase 5:

- Excavation and installation of lower level patio
 - o Collaborate with the Golf Course to excavate the back of our facility to install a patio with window and doors into the youth services area (where the current “New Books” nook is.
-
- Total anticipated costs: \$

Phase 5 Justification:

- As above, adding access to natural light increasing welcoming spaces and staff positivity. The addition of a patio will allow for outdoor programming and usable spaces for youth.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Administrative Assistant/Promotional Services

DEPT: ADMINISTRATION

TYPE: Non-Exempt

JOB PURPOSE: To coordinate library supply purchasing and building maintenance as needed, create library promotional materials and manage volunteers.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May supervise volunteers in all departments.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development and delivery of promotional materials working with the adult, teen, and children's departments as well as the Friends and Foundation. This involves creating and coordinating our quarterly newsletter, various library handouts, posters, and special promotions in print; creating and curating digital content on our website; creating our e-newsletter and coordinating scheduling on our social media sites. Other duties as assigned. (60%)

Responsible for developing and administering a volunteer program. This involves maintaining records of volunteer service; interviewing volunteers for positions; and coordinating volunteer assignments. It also includes maintaining statistics on volunteer service to the library. Other duties as assigned. (40%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to creatively solve problems and provide accurate information to the public and library administration. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate the work of others. Intermediate to advanced Microsoft Office and Adobe Suite skills.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Commitment to work evenings and weekends regularly. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Adult and Senior Programmer

DEPT: ADULT SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To create and provide library programming services to the adult and senior populations.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Adult Services Manager.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development and delivery of services to adults and seniors. Conducts programming in-person, by phone, and through Zoom/Webex. Creates "Take & Make" program bags weekly. Plans programs to promote learning, reading, memory care, etc. to adults of all ages. Maintains programming statistics and provides reports and feedback on programs and services. Works with Adult Services Manager to develop and administer the programming budget. Interprets programs to the public through promotional material, publicity, and public relations. Maintains current awareness of trends in adult librarianship. (80%)

Staffs the reference desk to provide reference and reader's advisory assistance to adults of all ages. Maintains knowledge of library collection and services. Assists in planning and implanting special library events and the Summer Reading Program (SRP). (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Familiarity with seniors and library programming or event planning a must. Commitment to work evenings and weekends. MLIS preferred, but not required. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Adult and Teen Services Manager
DEPT: ADULT SERVICES
TYPE: Exempt

JOB PURPOSE: To provide library services to the adult and teen population and to coordinate all adult and teen programming and outreach.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May supervise paraprofessional staff members and/or volunteers in Adult Services Department.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development, and delivery of services to adults and teens. This includes providing reference and reader's advisory service, collection development (selection and weeding) of age-appropriate materials, and programming to promote reading and learning to adults and teens of all ages. Maintains statistics and provides reports on programs and services; works with director to develop and administer the budget; interprets the collections to the public through promotional material, publicity, and public relations. Maintains current awareness of trends in adult librarianship. (80%)

Creates an outreach schedule and coordinates outreach for adult and teen services. Participates in the management team as well as the promotions team. Actively works to promote the library in the community. (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of public library services and materials, with a focus on adults and teens. Ability to work well with patrons and co-workers. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to creatively solve problems and provide accurate information to the public and library administration. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate the work of others.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Master's degree in Library Science. Commitment to work evenings and weekends regularly. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Adult Services Librarian and Programmer

DEPT: ADULT SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To provide library services to the adult population and to coordinate all adult programming and outreach.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May supervise paraprofessional staff members and/or volunteers in Adult Services Department.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development, and delivery of services to adults. This includes providing reference and reader's advisory service, collection development (selection and weeding) of age-appropriate materials, and programming to promote reading and learning to adults of all ages. Also maintains statistics and provides reports on programs and services; works with director to develop and administer the budget; interprets the collections to the public through promotional material, publicity, and public relations. Maintains current awareness of trends in adult librarianship. (80%)

Creates an outreach schedule and coordinates outreach for adult services. Participates in the management team as well as the promotions team. Actively works to promote the library in the community. (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of public library services and materials, with a focus on adults. Ability to work well with patrons and co-workers. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to creatively solve problems and provide accurate information to the public and library administration. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate the work of others.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Master's degree in Library Science. Commitment to work evenings and weekends regularly. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Assistant Director

DEPT: ADMINISTRATION

TYPE: Non-Exempt

JOB PURPOSE: Responsible for assisting the Library Director with day to day operations, special projects and assumes all responsibilities of the Director in the Director's absence.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May be asked to supervise staff and/or volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for assisting the Director in annual budget planning, policy suggestions and revisions for the Board and procedures for the library. Helps to implement budgets and policies after approval. Must be familiar with necessary report filings. Required to attend at least one Board meeting per quarter. Actively participates in outreach and creation/maintenance of community connections. Is the library backup for FOIA request. Works with Director to plan and coordinate all staff trainings (in person and virtual). Maintains a current awareness of trends in librarianship.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: MLIS from an accredited university/school or similar work experience required. Commitment to work evenings and weekends. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Circulation Supervisor

DEPT: PATRON SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To manage the proper functioning of the Circulation Department on a daily basis and provide the first impression of library services to patrons.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Technology Manager. May supervise circulation clerks, pages, and/or volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Oversees circulation staff and trains staff in circulation functions. Assists patrons in the use of library services, facilities and equipment. Interprets library policies for patrons, handles patron complaints, and encourages positive, friendly service from personnel. Sets goals for department and coordinates activities with library administration. Creates signage, displays and handouts to educate patrons and promote services. Oversees the return of books and materials to shelves or storage places. Maintains patron registration files and makes new and replacement library cards for patrons. Carries out procedures to identify and retrieve overdue materials and settles problems arising from late, damaged, or lost materials. Oversees the processing of billing notices, the routing of interlibrary loan requests, and the fulfilling of item holds. Reviews professional publications and attends meetings and continuing education workshops. Answers and directs telephone calls, performs routine circulation desk duties as necessary, and performs other tasks as assigned. Assists with annual performance reviews.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to deal with staff and the public in a courteous manner. Good communication skills. Desire to help people. Working knowledge of computer applications for library services. Ability to defuse upset patrons, explain procedures, and calmly rectify any misunderstandings while observing library standards and policies. Working knowledge of supervisory methods including delegation, scheduling, change management, evaluating performance, and maintaining morale. Ability to make decisions of other than a routine nature in order to meet controlling conditions.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English. Must be able to lift arms above shoulder level to retrieve items from shelves and lift and balance heavy books. Must be able to juggle several tasks at once including waiting on patrons and answering the telephone. May remain in a standing position for extended periods of time.

QUALIFICATIONS FOR APPOINTMENT: Bachelor's degree or equivalent library and/or customer service experience. Commitment to work evenings and weekends regularly. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Circulation and Technology Manager

DEPT: PATRON SERVICES

TYPE: Exempt

JOB PURPOSE: To supervise circulation supervisor, clerks and pages. Provide excellent customer service interactions to patrons both in person, on the phone and through chat on the website.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. Supervises circulation supervisor(s), clerks and pages. May be asked to supervise volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Schedules, supervises, and evaluates circulation staff. Trains staff on new technologies/databases/updates to the cataloging system. Coordinates with the library's technology vendors and works with the library's IT contractor to maintain library technology and troubleshoot problems. Assists patrons on the public access computers. Creates technology classes including series as well as single classes on a variety of topics. Recommends technology-related and patron-related policies and procedures to Library Director and advises on long-term needs in relation to these areas. Creates signage, displays and handouts to educate patrons and promote technology and library services.

Works with Adult Services Librarians to promote eBooks and other emerging technologies. Troubleshoots issues with the online circulation system and acts as local liaison with SWAN on circulation matters. Assists in budget process related to technology including databases, equipment, software, website, etc. Applies for funding to improve or expand the library's technology to meet the needs of the community. Records monthly circulation statistics and creates other statistical reports as needed. Assists in maintaining the library's website. Keeps current with technology trends; reviews professional publications; and attends meetings and continuing education workshops. Supervises and provides continuing training to library staff and volunteers.

Additional Responsibilities:

Performs routine circulation desk duties as necessary. Assists patrons with reference questions, as needed. Encourages positive, friendly service from personnel. Defuses upset patrons, explains procedures, and rectifies any misunderstandings. Oversees billing and collections operations. Provides input on selecting materials for acquisition and withdrawal, primarily in the audiovisual collection. Advises library Director about departmental problems or changes. Assists in

performing non-circulation work in other departments, as needed. Performs other tasks as assigned by the Director.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: MLIS from an accredited university/school or similar work experience required. Commitment to work evenings and weekends. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Circulation Clerk
DEPT: PATRON SERVICES
TYPE: Non-Exempt

JOB PURPOSE: To provide excellent customer service interactions to patrons both in person, on the phone and through chat on the website.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Circulation Supervisor and Circulation Technology Manager. May be asked to supervise volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Performs tasks relating to circulating library materials, registering users, promoting library programs and services, and answering general information inquiries. Assists patrons at the Public Services desk with equipment including, but not limited to: public computers, printer, scanner, photocopier, and fax machine. May assist patrons with public computer questions, including, but not limited to: browsing the Internet, sending and receiving email, filling out online forms, and creating, editing, saving and retrieving documents. Handles incoming phone calls with a high level of customer service. Answers general information and directional questions. May work on special projects as assigned. May perform other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Commitment to work evenings and weekends. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Library Director
DEPT: ADMINISTRATION
TYPE: Exempt

JOB PURPOSE: To create a dynamic library culture, connect with the community and continually improve the functionality and visibility of the library.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Board of Trustees.
Supervises all administrative staff. Assists with management of other staff and volunteers as needed.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Board: Attends Board of Trustee and Committee of the Whole meetings. Works with legal counsel to create necessary ordinances and resolutions. Works with the Board of Trustees to carry out the affairs of the North Riverside Public Library, including assisting in the formulation of policies and practices of the Board. Supports and requires the implementation of all board-approved strategic plans across departments. Develops and implements the necessary people and staff infrastructure that supports the library's objectives. Working with the library's management, creates the annual budget for presentation to the Board of Trustees for its discussion, possible amendment, and ultimate approval.

Staff: Directs and supports the recruiting, training and development, performance management, and retention of staff. Maintains an overview of library activities to hire and position staff to where they best serve the community and can realize their own success. Leads, implements, facilitates, and encourages professional development among staff members and mines the talents of staff to benefit library activities and goals. Creates opportunities for staff to suggest and implement improvements in library service, programs, and collections within a community-focused framework that supports the vision and mission of the North Riverside Public Library. Provides leadership to staff concerning the creation and implementation of innovative and inclusive practices in library management/administration and strategic planning.

Community Engagement and Relations: Expands community outreach to provide broader channels for the exchange of information, encouraging the library's responsiveness to the needs of the community and measuring and communicating impact with all stakeholders. Provides liaison initiatives to the business and school communities, positioning the library as a partner to them. Pursues partnerships with other organizations as appropriate to build offerings and audiences, consulting others knowledgeable in the field as appropriate in support of the library's role in community building and creating a shared and valued social infrastructure. Must be able to

envision the future and continue to build community with partners, patrons, and peer libraries on a local, regional and national level.

Service and Operations: Oversees the utilization and maintenance of the library's owned building and grounds. Leads the day-to-day operations of the library, including but not limited to: collections, communications, equity and anti-racism, human resources, operations, public services and programs, social services and public safety, and technology. Supervises the use and maintenance of technology to deliver, monitor, and enhance library services.

Budget and Finance: Maintains the financial integrity of the budget's implementation and administration. Oversees the appropriate solicitation, acceptance, and expenditure of restricted gifts. Oversees the provision of clear and complete reporting of library finances to the Board of Trustees for transparency for the community. Ensures that a professional audit of the library's finances is conducted every year and the results are reported to the Board of Trustees.

Communication: Acts as a conduit between the Board of Trustees and staff to ensure smooth coordination of articulations associated with daily operations, fundraising activities, and other pertinent communications related to the library. Facilitates, understands, and supports the leading and directing of all internal and external communications and public relations of the library. Oversees the continual development of the library's website and social media so that they are outstanding instruments for service delivery, information exchange, and public awareness. Must be able to clearly communicate and articulate library decisions and actions as they support the library's mission, vision, and goals—especially when others' values are not in alignment. Must be empathetic and skilled at problem-solving, conflict management, and resolution

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: MLIS required. 2-5 years management experience recommended. Commitment to work evenings and weekends. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Maintenance

DEPT: MAINTENANCE

TYPE: Non-Exempt

JOB PURPOSE: To identify and repair or suggest repairs to the library building and grounds. To be responsive to library structure and grounds issues as identified by staff members.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May supervise volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for repairing or replacing broken fixtures in the restrooms, stopping leaks and any maintenance, or for suggesting major repairs to be done by an outside company. Responsible for repairing or replacing broken light fixtures and burned out bulbs throughout the building. Responsible for minor painting projects and maintenance. Responsible for seasonal planting and decorating. Responsible for minor flooring repairs/replacement, cabinetry repair/replacement, and furniture repair/replacement. Responsible for implementing other updates as suggested or identified. (75%)

Works with different departments to give small “how to” programs. (5%)

Works to identify areas of improvement to the library facility and grounds and plans improvements within the budget with the director and head of the Library’s Building and Grounds committee. (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of maintenance of commercial facilities and grounds. Good verbal and written communication skills. Ability to work well with patrons and co-workers; relate well to the public and represent the library effectively to community groups; creatively solve problems and provide accurate information to the library administration; handle fast-paced, often multiple, inquiries from the staff; plan, lay out and coordinate the work of or with others; and work without supervision.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use tools and make repairs. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift materials weighing up to 50 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: High school diploma and minimum of 2 years facility maintenance experience. Commitment to work evenings and weekends regularly.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Page

DEPT: PATRON SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To ensure the proper shelving and organization of library materials and assist with daily opening and closing operations.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Circulation and Technology Manager. May take direction from other department administrators as needed.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Shelves library materials and maintains order of library shelves. Empties book drops. Follows library opening and/or closing procedures. Refills paper in photocopiers. Retrieves items from shelves for interlibrary loan. Helps set up meeting rooms for library programs. Assists library patrons as needed or directs patrons to appropriate staff member(s). Assists with weeding projects and other special projects as needed. (90%)

Other duties as assigned. (10%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to deal with staff and the public in a courteous manner. Some familiarity with computers and email required.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Must have visual ability to see computer screen and read call numbers on books and bar code labels. Must be able to lift and carry bags of books or boxes weighing up to 40 pounds. Must be able to reach heights of greater than 60 inches. Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials. May be required to stand for extended intervals of time during work periods. Must be able to perform repetitive hand motion for extended periods of time. Must be able to bend to reach lower shelves.

QUALIFICATIONS FOR APPOINTMENT: Commitment to work evenings and weekends regularly. Library and/or customer service experience a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Technical Services Manager

DEPT: TECHNICAL SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To process all materials, traditional and non, for all departments. Coordinate with other departments for reprocessing materials as needed.

ORGANIZATIONAL RELATIONSHIPS: Supervised by Library Director. May supervise volunteers or other staff for projects.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Obtains orders from Adult, Teen, Children, and A/V departments to categorize material purchased. Accepts packages to sort through material. Cross checks all material purchased is correct, follow up with department heads if there are any discrepancies. Processes all material in order to input into WorkFlows. Creates records as needed when items are not already in WorkFlows. Communicates with SWAN in regard to any changes with the record creating process or discrepancies with items. Stays up to date with changes by watching webinars, attending seminars or conferences, or communicating with other libraries. Purchases items to help process materials. Maintains standards throughout the library and delegates duties to others as needed. Creates Visual Processing Guide for others to learn how to process material when updates occur. Creates How-To documents in order to input material into WorkFlows when updates occur. Trains others as needed to act as back-ups and help with standardizing library. Assists with departmental weeding projects. Participates in management meetings. Other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to deal with staff and the public in a courteous manner. Familiarity with computers, Microsoft Office, and email required.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Must have visual ability to see computer screen and read call numbers on books and bar code labels. Must be able to lift and carry bags of books or boxes weighing up to 40 pounds. Must be able to reach heights of greater than 60 inches. Must be able to walk distances of more than 50 feet within the building to run programs and help patrons as needed. May be required to stand for extended intervals of time during work periods. Must be able to perform repetitive hand motion for extended periods of time. Must be able to bend to reach lower shelves.

QUALIFICATIONS FOR APPOINTMENT: Commitment to work evenings and weekends regularly. Library and/or customer service experience a plus. Masters of Library Science (MLS degree) from an accredited ALA accredited university/school or comparable education or experience.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

APPROVED: 2/20/23

POSITION: Youth Services Manager

DEPT: YOUTH SERVICES

TYPE: Exempt

JOB PURPOSE: To provide library services to the youth population and to coordinate all children's programming and outreach. Collaborate with other departments on family/intergenerational programming and outreach.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Library Director. May supervise paraprofessional staff members and/or volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development and delivery of all youth services and coordination and planning of family/intergenerational services. This includes supervision of programs, handouts, and outreach; collection development (selection and weeding) of materials; staff management and advocacy, including hiring, training, mentoring, scheduling and evaluating. Contributes to the library's quarterly newsletter. Maintains statistics and provides reports on programs and services; works with director to develop and administer the budget; interprets the collections to the public through promotional material, publicity, and public relations. Maintains current awareness of trends in youth librarianship and networks with others in the field. (80%)

Creates an outreach schedule and coordinates outreach for youth services and the library in general. Participates in the management team as well as the promotions team. Actively works to promote the library in the community. (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of public library services and materials, with a focus on current and emerging trends in librarianship. Ability to work well with patrons and co-workers. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to creatively solve problems and provide accurate information to the public and library administration. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate the work of others.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Master's degree in Library Science. Previous management experience a plus. Commitment to work evenings and weekends regularly. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Youth Services Programmer

DEPT: YOUTH SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To create and provide library programming services to the youth population. Provide excellent customer service interactions to patrons both in person, on the phone and through chat on the website.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Youth Services Supervisor and Youth Services Manager. May be asked to supervise volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for the planning, development and delivery of services to birth through tween. Conducts programming in person, by phone and through Zoom/Webex. Assists with collection development. Responsible for ensuring materials and supplies are assembled for programs and kits. Contacts community organizations, schools, etc., to plan outreach/off site programming. Maintains programming statistics. Works with the youth services manager to suggest larger program series, departmental improvements, and staff training for budgeting. (80%)

Expected to remain current on trends in youth services librarianship. Special programs and projects as assigned. (20%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: Commitment to work evenings and weekends. Bilingual in Spanish a plus.

**NORTH RIVERSIDE PUBLIC LIBRARY DISTRICT
POSITION DESCRIPTION**

Approved: 2/20/23

POSITION: Youth Services Supervisor

DEPT: YOUTH SERVICES

TYPE: Non-Exempt

JOB PURPOSE: To supervise youth services programmers and volunteers. Provide excellent customer service interactions to patrons both in person, on the phone and through chat on the website.

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Youth Services Manager. Supervises youth services programmers. May be asked to supervise volunteers.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Responsible for assisting in the planning, development and delivery of programming and promotional materials specific to the youth services department. Focuses on creating outreach strategies and actively promotes the library in the community. Maintains a current awareness of trends in youth services librarianship. Assists with collection development. Assists in maintaining statistics for programming and reference transactions as well as study room and The Annex usage. Manages website and calendar content for the department. (75%)

Responsible for collaborating with other departments to provide intergenerational programming and outreach. Supervises volunteers. Other duties as assigned. (25%)

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Ability to work well with patrons and co-workers. Dedication to problem-solving. Ability to provide information clearly and accurately to the public and library administration. Good verbal and written communication skills. Commitment to public service. Ability to relate well to the public and to represent the library effectively to community groups. Ability to handle fast-paced, often multiple, inquiries from the public. Ability to plan, lay out and coordinate multiple tasks. Knowledge of public library services and materials a plus.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS: Hand/finger dexterity sufficient to use a computer, create craft kits and conduct programming. Visual acuity to read fine print and numbers and aural acuity sufficient to understand speech in person and by telephone. Ability to bend, reach, and lift books weighing up to 10 lbs. Ability to read, write, and communicate fluently in English.

QUALIFICATIONS FOR APPOINTMENT: MLIS from an accredited university/school or similar work experience required. Commitment to work evenings and weekends. Bilingual in Spanish a plus.