



Operating Principles and Values for the West Falmouth Library

Since 1879, the West Falmouth Library has been a welcoming place to find knowledge, fulfill creative aspirations, and enjoy one another's company—a gathering site for the community. Known for the quality, uniqueness, and consistency of our programming and the engagement, expertise, and kindness of our professional staff, we contribute to Falmouth's and the region's cultural and civic life.

As a team, we are committed to the following values:

- Kindness
- Openness and inclusivity in all that we do
- Equitable access to the information, tools, learning, and community-building opportunities
- Being an open, affirming, and safe space
- Transparency
- Excellence in library operations
- Intellectual freedom and privacy
- Stewardship of our space and our place in the community.

Managing Librarian West Falmouth Library

Primary Purpose

The Managing Librarian manages all adult circulation workflows, maintains and grows an active YA and adult collection.

Salaried, part-time - 22 hours/week (some evenings and weekends required)

Essential Responsibilities

The essential responsibilities listed below are examples of the type of work performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Serves in a leadership role, managing the day-to-day operations of the adult circulation desk and other circulation activities. Assists library patrons seeking to access library services, materials, and facilities. Circulates library materials to library users and other libraries using the CLAMS network and the interlibrary loan system. Manages patron requests. Resolves complaints; maintains positive public relations while enforcing library policies and regulations.
2. Performs readers' advisory services to the public in person, by telephone, and email; explains library policies and services to the public; assists patrons in the library and offsite by making referrals to other agencies for materials not in the library collection; maintains good public relations.
3. Manages an active adult collection; evaluates, maintains, and weeds materials as needed. Curates adult collection displays of new and themed materials. Adheres to library and network policies.
4. Keeps abreast of the community's needs for literature, information, entertainment in a variety of formats; keeps abreast of publishing and societal trends.
5. Identifies areas for collection development and selects materials using tools including professional journals, best seller lists, public requests, and CLAMS network resources.
6. Works collaboratively with the Executive Director and other staff members as assigned on decision-making related to acquisitions and collections development.

7. Manages acquisitions workflow, including ordering and managing collections development budgets.
8. Supports programs and events, including during evening and weekend hours.
9. Serves on CLAMS committees, attends workshops, conferences, local, and state meetings; reports on library activities; represents the library.
10. Assists in the hiring of personnel. Supervises, trains, and evaluates assigned personnel, maintains accurate records.
11. Protects the confidentiality of all patron records according to Massachusetts General Laws.
12. Supports the mission and goals of the West Falmouth Library through creative problem solving, decision-making, a commitment to customer service, and by taking initiative to improve the efficiency and effectiveness of the Library.
13. Performs other similar or related duties as required.

Supervision

Supervision received: Work is performed under the general direction of the Executive Director following established library procedures and regulations of the CLAMS system. Must be able to work without direct supervision, relying on department policies and procedures, with the ability to solve problems independently or in consultation with other staff members or by directing unfamiliar issues or questions to the Executive Director.

Supervision given: Oversees the operations of the circulation desk and directs the work of assistants and volunteers. Cooperates as a team member with all library staff.

Work Environment

The library is a public building, subject to the continuous interaction between patrons and library staff. Duties at the circulation desk require frequent contact with the public via the telephone, email, and in person. Interruptions and distractions are part of the normal service desk activity.

The workload is subject to seasonal fluctuations and includes weekday, evening, and weekend hours, including presence at programs and events outside of library hours.

The position requires excellent customer service skills. A courteous demeanor toward patrons and among staff members is a necessity.

Errors could result in delay or loss of service and adverse public relations.

Minimum Qualifications

Education and experience: Master's degree in Library and Information Science or equivalent preferred. A minimum of five (5) years of progressive experience in a library or similar public service work or any equivalent combination of education and experience. Proven supervisory experience required.

Knowledge:

Broad knowledge of principles and practices of professional library work supporting the library's role in providing free and equal access to ideas, information, resources, and services.

Advanced knowledge of current technology, digital resources, library classification system, and cultural trends.

Knowledge of ALA standards.

Comprehensive knowledge of library systems, staff management and collection development, and broad knowledge of adult literature titles and authors.

Abilities: Ability to relate well to people, ability to express oneself orally and in writing effectively, ability to direct a professional staff, to develop and maintain effective library relationships with library patrons and community organizations. Must demonstrate flexibility, initiative, creativity, judgment and tact. Ability to provide equitable services to a diverse multicultural population and for disadvantaged individuals.

Skills: Interpersonal and problem solving skills, excellent customer service skills, management and supervisory skills, planning and organizational skills, and computer skills. Ability to multitask in a high paced environment while performing detailed work.

Compensation

Commensurate with experience

Physical Requirements

Ability to participate in activities requiring moderate physical effort. Lift up to forty (40) pounds of weight, push/pull library carts and delivery bins weighing up to forty (40) pounds. The employee is required to move from one place to another and communicate with others in person, by phone, and in writing. Specific vision requirements include close vision and the ability to adjust focus and use hands to operate office equipment.

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

To apply, please email a letter outlining your interest in the position and highlighting your qualifications, along with a current resume, to WFL Executive Director, Molly Akin molly@westfalmouthlibrary.org.

References and background checks will be required for finalist candidates.