



Head of Genealogy and Local History Services

Department: Genealogy

Reports to: Assistant Director

Chain of Command: Yes

Certifications: LC3 or higher

Level: 4

FLSA Status: Non Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting library and department procedures into action.

Essential Functions

Expertise

- I lead within the library by participating in Expanded Small Council, meeting with my supervisor regularly, recommending and implementing policy and procedural changes, and serving as a liaison to other departments.
- I help run my department by having regular department meetings as necessary, preparing reports and budgets as required, and in general overseeing the daily operations of the genealogy and local history space to be sure we are offering our best to library patrons and staff.
- I, along with departmental staff, provide expert advice and support to individuals and local organizations researching their history and/or heritage.
- I develop, implement, and evaluate innovative programs and events that engage the community in local history and genealogy.
- I oversee the acquisition, digitization, and preservation of genealogy and local history materials, aligning items with relevant guidelines of the Collection Development Policy. I maintain and develop digital resources to make collections accessible to a wider audience. I help promote genealogical and local history services and programs.
- I am a collaborative and innovative leader by recommending and implementing policies and procedures to drive change where needed but also to further the library's mission.
- I seek opportunities to partner with community organizations and businesses to increase our impact and reach.
- I research, implement, and become proficient with current and new equipment and digital technologies as needed for the support and enhancement of the Howard County Memory Project and other departmental services.
- I am a continual learner, staying informed about applicable emerging trends.

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

Customer Service

- I am approachable and understanding so that I can assist patrons and staff in accessing materials, both digitally and analog.
- I remain customer-focused when helping patrons or when answering directional or general library questions.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand basic and some advanced technologies.
- I help resolve issues.
- I am an advocate for books and reading.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing patron facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- I work with and cooperate with staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Supervision

- I provide strategic direction, leadership, supervision, scheduling, and guidance for my staff.
- I am integral in the selection of new employees for my department, seeking recommendations and advice from others, as necessary.
- I seek to retain new employees by hiring, training, mentoring, and evaluating them.
- I communicate regularly with employees to guide them, set expectations, and review performance, both good and bad.
- I assign tasks and duties and give regular feedback on those assignments.
- I give staff the tools they need in professional development, and in the pursuit of excellent customer service.
- I am in the Chain of Command, making me responsible as the person in charge of the library at times. I always use good and fair judgment in crisis situations.

Nonessential Functions

- I help make the library relevant to our community by serving as liaison to similar organizations, such as the Howard County Genealogical Society, the Howard County Historical Society, and the Douglass School Restoration Project.

- I oversee scheduling in my departments, directly or indirectly, to give the best service possible during public open hours.
- I recognize that we work as a team and help coworkers in my own department and in other departments as I am able.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Good organization and time management skills.
- Understands and can implement good customer service and hospitality.

Education/Experience and any pertinent Certifications

- MLS or MLIS from ALA accredited school required.
- 2 years' relevant experience working with customer service.
- Must have a valid Indiana's driver's license, or the ability to attain one.
- Indiana Public Library Certification, Level 3 or higher, required.
- Experience working in digital environments and implementing emerging technologies
- Supervisory experience strongly preferred.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.

- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.