

LOUDONVILLE PUBLIC LIBRARY

POSITION DESCRIPTION



PUBLIC SERVICES LEAD

JOB SUMMARY:

IMMEDIATE SUPERVISOR: Director

POSITIONS SUPERVISED: Customer Service Assistants, Pages and other staff as assigned

Under general supervision, the Public Services Lead is responsible for all Public Services department operations and staff. The Public Services Lead will also have direct involvement with the 24-Hour Library Kiosk. The Public Services Lead works alongside Public Services staff to provide high quality service to library patrons.

QUALIFICATIONS:

- MLIS, Bachelor's degree from an accredited four-year college or combination of higher education and experience in related fields to provide the necessary expertise.
- Genuine enjoyment interacting with and providing customer service to patrons of all ages
- Library experience preferred.
- Supervisory experience preferred.

KNOWLEDGE OF:

- Library policies, procedures, and techniques (may be acquired after hire)
- Dewey Decimal Classification System
- Working knowledge of the Internet, current Microsoft Office Programs, working knowledge of computers with the ability to create and use spreadsheets and use email.
- Working knowledge of office equipment (projectors, printers, copiers, fax machines, microform readers, tablets)
- Comfortable with social networking tools and current technological trends

IMPORTANT SKILLS, ABILITIES, AND CHARACTERISTICS:

- Ability to plan, organize and lead a department.
- Demonstrate management and supervisory skills.
- Ability to learn and use the library computer system with high degree of efficiency.
- Desire and ability to provide excellent customer service to the public with friendliness, tact, and diplomacy.
- Excellent written and oral communication skills with the ability to communicate clearly and concisely
- Ability to work well under pressure, paying close attention to detail.
- Ability to delegate work effectively.
- Ability to set own priorities for work completion and meet deadlines.
- Ability to establish and maintain effective working relationships with staff members, community leaders and the public.
- Ability to properly interpret and make decisions in accordance with library policy and procedures

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Note: The duties listed below are inclusive, but not limited to, the tasks performed by this classification.

PUBLIC SERVICES:

- Responds to patron questions in person, by phone, or e-mail.
- Assist patrons with the location and use of library materials.
- Assist and instruct the public in the general use of the computers and library equipment.
- Administers all functions of the public services department.
- Facilitates resolution of problems, concerns, or complaints among staff.
- Encourages and promotes staff development, including continuing education opportunities.
- Oversees all circulation services staff procedures including hiring, training, scheduling, and evaluating in consultation with the Director.
- Conducts public services meetings, training sessions, and monitors workload of staff and facilitates completion of tasks.
- Prepares budget requests, written reports and plans for the public services department.
- Designates goals for overall efficiency of the public services department and its individual staff, drafts various procedures/forms to accommodate new and revised department procedures.
- Uses integrated library system efficiently for transactions in the checking in and charging out of library materials, processing patron records, and determining materials status.
- Retains awareness of patron activities in the library, handling problems as they occur.
- Oversees and participates in the opening and closing procedures of library.
- Demonstrates continual effort to improve operations, including library policies and procedures.
- Coordinates Public Services and Outreach to meet the needs of the community.
- Participates in library-wide planning and decision making as a member of the library leadership team to improve the quality of library services.
- Direct involvement with 24-Hour Library Kiosk, including but not limited to training employees on the unit, restocking the unit, and troubleshooting the unit.

ADDITIONAL DUTIES:

- Attends staff meetings and participates in professional library organizations.
- Assumes responsibility for library in absence of the Library Director/Fiscal Officer.
- Adheres to, supports, and effectively implements administration and library board policy.
- Understands and upholds the principles of Intellectual Freedom.
- Performs duties associated with processing incoming and outgoing library materials through “cargo” as needed.
- Maintains and increases knowledge and skills through attendance at meetings, conferences, and in-service training sessions.
- Contributes to the planning and implementation of programs and services targets at adults
- Performs additional duties and assignments as requested by the Director.

ADDITIONAL QUALIFICATIONS: Must be able to lift or move 50 pounds. A valid Ohio Driver’s license is required, and a clean driving record must be maintained. A criminal background check is required.

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

Overtime: Non-Exempt

Board approved: 05/27/2021