

**Position:** Head of Support Services, Full Time  
**Reports to:** Library Director

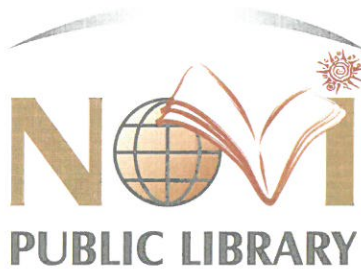
Responsible for day-to-day operations of the Support Services Department which includes circulation and technical services; maintains state of the art knowledge of circulation services; coordinates and implements procedures and changes to materials for ordering, cataloging, processing and withdrawal; represents Novi Public Library as Automation Manager to procure, implement and maintain the library's Integrated Library System (Sirsi Dynix) and automated handling system (Tech Logic). This position performs professional duties requiring adherence to library policies and standards of accuracy, timeliness, tact and confidentiality.

**Job duties:**

- Assists Director and Assistant Directors in Library operations; works with the Management Team to create, interpret, update and communicate Library and Departmental policies and procedures, compatible with the Library's mission and stated goals.
- Is the face for the department when dealing with patron-related circulation issues.
- Provides day-to-day management of the Support Services Department including developing customer-oriented services and policies, supervising, coaching, evaluating, training, hiring, scheduling, budgeting and recommending Department and Library needs.
- Manages all department members including: Supervisor, Clerk, Library Assistant (approx. 16 FTEs)
- Performs duties related to all customer relations for check out and return of materials, holds, requests, inter-loan, homebound/outreach, delivery, shelving of materials, maintenance of patron database and tracking of overdue materials.
- Manages cataloging and linking of all Library materials and processing as required.
- Adapts and responds to multiple priorities, interruptions and demands and resolve problem situations in a positive manner.
- Works positively and collaboratively across departments to accomplish department goals.
- Seeks professional continuing education, both organized and casual, with an air toward keeping services current and appropriate for the patrons.
- Communicates effectively with patrons, co-workers, and professional colleagues.
- Performs other duties as assigned.

**Job requirements:**

- Bachelor's Degree and related studies necessary.
- Minimum 3 years supervisory experience required.
- Knowledge of AACR2, MARC, OCLC, LC subject headings and the Dewey Decimal classification.
- Prior work experience in a Technical Services department, preferably in a public library.
- Ability to adapt to changing procedures and situations; problem solving skills.
- Enthusiastic, friendly and approachable.
- Strong obligation to confidentiality.
- Strong organizational skills and attention to detail.
- Knowledge of Internet and computer related technology.
- Strong verbal, written, and interpersonal communication skills.



- Maintain physical condition necessary for sitting, standing, bending, and /or walking for extended periods of time; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; push or pull with wheeled cart up to 500 pounds; operating assigned equipment; picking up litter; spreading ice melt.
- Evening, weekend, and some holiday hours are required.

**Salary:** \$42,800 annually

**Benefits:**

- Vacation, personal business, and sick time
- Health, vision, dental, and life insurance
- Retirement plan

**Application:**

- Available at <http://www.novilibrary.org/AboutUs/Employment.asp>
- Resume, cover letter, and application required
- Send to: Marcia Dominick, Administrative Assistant  
Novi Public Library  
45255 W. Ten Mile Road  
Novi, Michigan 48375
- E-mail: [mdominick@novilibrary.org](mailto:mdominick@novilibrary.org)

**Deadline:** Monday, May 18, 2015 at 5:00pm