

JOB DESCRIPTION



Capital Area District Libraries
www.cadl.org

Position: Head of Public Services
Range: P3 (Exempt) (Union)
Reports to: Branch Head
Supervises: Public Service Librarians, Youth Librarians, Library Assistants
Revised: 7/16

JOB SUMMARY

Under the supervision of the Library Head and with direction from the Associate Director of Public Service, provides excellent, friendly and user centered services to community members. Provides day to day direction to staff members, supervises and schedules public service staff and develops a culture of continual improvement. Manages collections to optimize materials based on patron needs.

DUTIES AND RESPONSIBILITIES

1. Responsible for the day to day management of public service staff's mission to provide user centered service to community members seeking library services.
2. Assesses staffing needs. Schedules staff members using the most efficient use of staff time while providing excellent patron service. Assesses the quality and accuracy of staff performance, conducts scheduled evaluations, and counsels employees as necessary. Conducts regularly scheduled staff meetings. Assists in the interview and selection of new staff members in the department.
3. Evaluates current and future library programs based on patron needs and participation. Works with staff to look at public library service and patron demands when determining programming.
4. Manages library collection using Collection HQ and other resources to optimize collection based on patron needs.
5. Keeps employees informed about library policies and procedures and the latest methods and techniques in library services. Explains library policies and procedures to the public. Addresses complaints from the public.
6. Works at public service points to assist patrons with their library needs. Provides reader's advisory assistance and quick reference. Uses resources in a variety of formats (print, audio-visual, electronic) to fill requests. Provides one-on-one training in the use of the library catalog, reference materials, the Internet, subscription databases, and other information resources.
7. Works with administrative departments to act as "test branch" for new library services, programs and technology improvements.
8. Works with various departments to evaluate public service needs and manages changes to branch's public service model. Develops a culture of continual improvement encouraging staff members to be forward thinking.
9. Works with Library Head to determine which outreach efforts have the highest value to the library.
10. Teaches classes (both for the general public and staff) related to reference, reader's advisory, and information services.
11. Serves on district-wide committees and/or projects.
12. Attends various seminars, conferences and workshops and read various journals, magazines and professional publications to keep current on the latest methods and techniques in library services. Additionally, continually reads newly printed materials, reviews book lists and discusses material with other librarians to be knowledgeable about materials for selection.

13. Performs other duties as assigned

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

JOB REQUIREMENTS

- Possession of a Master's Degree in Library Science or its equivalent from an ALA accredited program.
- Possession of a Michigan Librarian's Professional Certificate.
- A minimum of two years' experience in a library (preferably a public library). Previous supervisory experience is required.
- Experience providing reader's advisory services and reference services preferred.
- Satisfactory completion of a one year probationary period.
- Be physically able to perform the essential functions of the job with or without reasonable accommodation.
- Second Language speakers desired (Spanish, Arabic, Vietnamese, Farsi, Hmong/Lao, and Serbo-Croatian)
- Knowledge of library organization, materials, services, and policies and procedures.
- Knowledge of the principles and methods of evaluating library materials and equipment.
- Ability to initiate ideas for the improvement of functions and services.
- Effective written and oral communication skills.
- Ability to use computers and utilize computer databases.
- Ability to supervise, direct, and organize the work activities of others.
- Ability to establish and maintain effective working relationships with co-workers and the public.
- Ability to conduct oneself with tact and courtesy.