

**WESTERLY LIBRARY AND WILCOX
PARK
Head of Public Services**

Department and Level of Authority

- Public Services
- Department Head, FT
- Reports directly to the Assistant Director.
- In the absence of the Assistant Director, reports to the Executive Director. In the absence of the Executive Director, reports/confers with senior Department Heads.

Position summary

The Head of Public Services oversees all aspects of Circulation and public facing Technology. They are responsible for developing and encouraging a positive, engaging, and user-centered approach to customer service. This position is responsible for meeting strategic goals; establishing public service standards; setting and managing schedules; maintaining departmental budgets; anticipating short and long-term public service needs; delegating all related daily functions and responsibilities; ensuring related community collaboration; and providing the highest quality patron service experience.

Key Responsibilities

The essential functions or duties listed below serve as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Monitors all circulation functions including overdues, bills, reserves, new accounts, interlibrary loan deliveries, reshelving of materials, and all other activities and functions within circulation
- Effectively introduces patrons to and interests them in the library collections and services
- Supervises trains, directs, monitors, and evaluates department staff according to library policy and practice. Trains and supervises volunteers
- Prepares and maintains the Department's annual budget request
- Leads the use of the ILS
- Oversees evaluating, supporting and providing instruction to staff and patrons on library technology, digital collection platforms, and equipment
- Establishes and documents all related operational procedures
- Helps develop and implement policies and procedures for improved library services
- Administers and maintains museum pass program and related public service programs
- Receives and responds to complaints or special requests from patrons and other libraries
- Anticipates and keeps staff abreast of library user needs, preferences and trends, including trends related to user-centered design, digital library interface capabilities, website enhancement, and usability in libraries
- Utilizes user input to share with other library managers to help them in the creation, development and implementation of innovative projects and services
- Assists in the selection and ordering of materials including adult fiction, large print, music, and film in consultation with Collection Management and Adult Services Librarians
- Maintains necessary statistics and records and reports them to the Executive Director
- Conducts regular departmental staff meetings
- Assists patrons both at Circulation Desk as well as throughout the main floor
- Keeps abreast of changing technologies and appropriate library applications
- Oversees public use technology including printers, computers, and the media studio

- Attends all related meetings
- Assigns the preparation and arrangement of Public Services displays
- Assists in the maintenance of public postings and materials
- Explains library policies, rules and procedures to patrons as needed
- Maintains an organized and efficient circulation department and desk
- Performs other duties as necessary or required

Essential Skills

- Excellent interpersonal skills
- Observes, follows, and enforces Association policies and procedures.
- Practices and enforces effective patron service practices
- Exercises appropriate initiative, good judgment, and recognizes priorities
- Communicates clearly both orally and in writing
- Ability to effectively supervise, motivate and lead employees
- Ability to communicate effectively and work collegially with staff and other library's staff
- Ability to master all related evolving technology
- Demonstrated ability to plan, manage, and oversee collaborative projects, meet deadlines, and prioritize work in alignment with the service goals of the Library
- Is sensitive to patron privacy and advocates for intellectual freedom and freedom of access
- Committed to public service values: is patient and helpful with all patrons, visitors, staff, volunteers, Trustees and Incorporators

Working requirements

- Performs task with a high degree of independence
- Library policies and procedures must be observed and followed
- Has access to confidential information
- Much time standing, walking, stooping or reaching with hands or arms
- Must have the ability to stand, walk, kneel, crouch, squat, stoop, reach, and lift
- Frequently required to lift/push up to 25 pounds, occasionally lifting/pushing up to 50pounds
- Ability to sit and use computer workstation
- A reliable means of travel is required to conduct outreach, attend meetings and conferences
- Position is required to work two evenings and alternating Saturdays

Minimum qualifications

- Bachelor's Degree
- At least three years of library experience including the supervision of staff

Preferred skills and qualifications

- MLS/MLIS from an ALA accredited program or other appropriate degree
- Public service experience

Supervises

- Public Services Associates
- Technology & Innovation Coordinator
- Technology Associate
- Interns
- Volunteers