

**WESTERLY LIBRARY & 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 publicly used technology. This position is responsible for maintaining public service standards; setting and managing schedules; maintaining departmental budgets; anticipating short and long-term public service needs; assigning job duties; leading public technology use and instruction; and meeting strategic goals.

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.

- Responsible for 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 the library collections and services
- Supervises, trains, and evaluates department staff according to library policy and practice
- Trains and supervises volunteers
- Prepares and maintains the Department's annual budget
- Leads the use of the ILS, Koha/Aspen
- Responsible for developing and encouraging the highest quality patron service experience
- Helps develop and implement policies and procedures for improved library services
- Receives and responds to complaints or special requests from patrons and other libraries
- Explains and enforces library policies, rules and procedures as needed
- 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
- Conducts regular departmental staff meetings
- Maintains a presence and assists patrons at Circulation Desk as well as throughout the main floor
- Assigns the preparation and arrangement of displays
- Manages the maintenance of public postings and materials
- Maintains an organized and efficient circulation department and desk
- Oversees and maintains publicly used technology including printers, computers, and Makerspace equipment
- Anticipates and keeps abreast of library user needs, preferences, trends, changing technologies and appropriate library applications
- Evaluates, supports and provides instruction to staff and patrons on the technology and equipment provided by the library
- Active and collaborative member of Westerly Library & Wilcox Park, OLIS, and OSL;

- attending all relevant meetings
- Performs other duties as necessary or required

Essential Skills

- Excellent interpersonal skills
- Observes, follows, and enforces Association policies and procedures
- Practices and models 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
- Ability to learn 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

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 50 pounds
- Ability to sit and use computer workstation
- A reliable means of travel is required to attend meetings
- Must be able to work some evenings and 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
- Experience working in library circulation
- Customer service experience

Supervises

- Public Services Associates (Circulation and Technology staff)
- Volunteers