

JOB POSTING

Head of User Services

General Statement of Duties:

Performs professional and supervisory tasks for the Circulation Desk. The work is performed under the general direction of the Administration. General supervision is exercised over all Library Assistants and Part-Time Aides. The Head of User Services is expected to work 37.5 hours per week with occasional Saturdays and evening shifts.

General Job Description

- Supervisory Duties-
 - Oversees the operation of the Circulation Desks and the automated library system.
 - Trains all Circulation Assistants and Aides
 - Performs performance reviews and provide feedback to staff
 - Maintains workflow at the Main Desk
 - Provides direct public service at the Circulation Desk, including policy explanation, complaint resolution, problem solving, patron registration, fine collection and circulation of materials.
 - Participates as a member of the library management team.
 - Assists in writing circulation policies
 - Assists in the hiring process of Library Assistants and Aides
 - Masters new applications and technology quickly and to apply that knowledge to train other staff in new technology. Familiar with web design.
- Collection Duties -
- Keeps abreast of trends and technology in circulation services. Routinely evaluate procedures and recommend improvements and modifications.
- Advises on the selection of fiction, non-fiction material and DVD collections.
- Assists in the merchandising and marketing of physical collections. Oversees staff in their merchandising and marketing duties.
- Other Duties -
 - Helps maintain the schedule for staffing the Circulation Desk and the Children's Room.
 - Prepares necessary reports and collect statistics as a guide for future planning.
 - Attends internal library meetings and meetings within GMILCS Consortium. Participate in professional activities.
 - Communicates regularly with counterparts within GMILCS Consortium.
 - Performs related duties and responsibilities as required.

Required Knowledge, Skills, and Abilities:

- ALA accredited MLS required.
- 5 years' experience in a variety of public services positions in public libraries.
- Proven supervisory experience: demonstrates knowledge of supervisory methods including work delegation, scheduling, evaluating performance, mentoring, training and maintaining morale; ability to interpret community interests and needs, ability to develop systems and methods to get maximum use out of library materials and personnel; ability to meet and deal with people effectively; ability to foster a friendly and supportive attitude toward patrons and ability to foster cooperation among staff.

- Physical Demands: The employee is frequently required to stand for a period of time and must occasionally lift and/or move up to 25 pounds.

Salary commensurate with experience, ranging from the mid to high \$50's. Excellent benefits. EOE. Review of applications begins 3/17/25

Apply electronically to: nducharme@kelleylibrary.org