

## **Head of Public Services**

The E.C. Scranton Memorial Library seeks a Head of Public Services to join our team. In addition to serving as the Assistant Director, the Head of Public Services also leads our fantastic Circulation Department, and has some facilities oversight. The successful candidate will be passionate about providing outstanding services to library patrons, have the ability to lead and motivate staff in a team environment, possess outstanding verbal and written communication skills, and delight in connecting both staff and patrons with the resources they need.

### **Position Definition:**

Plans, organizes and supervises the activities of the Circulation department; leads a dedicated team of full and part-time staff members; represents the Library at local events and community group meetings, directs facilities staff and oversees facilities needs in conjunction with our Buildings & Grounds Committee, coordinates activities with other department heads; and reports to the Library Director.

### **Essential Job Functions:**

- Supervises the Circulation Department including planning, scheduling, coordinating, reporting, and annual goal setting for both full and part time staff members.
- Performs routine circulation desk duties as needed, including helping patrons get new library cards, place holds, and check out materials.
- Troubleshoots technology issues and acts as a liaison with the LION consortium IT staff.
- Oversees facilities management, including supervising part-time custodians and scheduling maintenance such as window washing, etc.
- Provides coordination in the event of facilities emergencies such as power outages, heating issues, etc.
- Participates in outreach, engages with community partners, and speaks to community groups about library programs and services.
- Works alongside the Library Director to actively engage in the implementation of the Library's strategic plan, mission, vision, and goals.
- Oversees operational management of the Library, including scheduling, supervision, and public services, in the absence of the Library Director.

### **Qualifications:**

- A Master's Degree in Library Science from an accredited college or university.
- A minimum of five years of experience in public libraries.
- A minimum of three years of management or leadership experience.
- Exceptional understanding of current principles, practices, and procedures of professional library administration.
- Ability to work well with and supervise the work of others, meet people easily, and communicate clearly both orally and in writing.
- Ability to adhere to and convey to others approved library policies and procedures.
- Skill in assisting library patrons with collections, services, and technology.
- Willingness to become a notary public, preferred. All time and expenses to be covered by the Library.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Duties require moving throughout the building to access collections, lead programs and meetings, and operate office equipment.
- Duties require ability to express and exchange ideas by means of the spoken word and to perceive the nature of sounds at normal speaking levels, with or without correction.
- Duties require close visual acuity for extensive reading and viewing a computer terminal.

- Duties require extended periods of standing, walking, and sitting.
- Duties require occasional periods of pulling/pushing items, lifting/carrying items up to twenty pounds, bending, stooping, and fine manipulation skills.

**Hours**

40 hours per week including evenings and weekends on rotation.

**Benefits & Compensation:**

- Salary range is \$75,000- \$85,000 depending on qualifications
- 15 vacation days, 10 sick days, 13 paid holidays, 3 personal days
- Medical and dental insurance
- Short-Term Disability and Long-Term Disability
- Life insurance for employees
- 401k retirement plan

**Reports to:** Library Director

**Employment Status:** Full-time exempt

**To apply:** Send a meaningful cover letter, resume, and contact information for three references to [scrantonlibraryhr@scrantonlibrary.org](mailto:scrantonlibraryhr@scrantonlibrary.org) by Tuesday, February 28th, 2023.

***Disclaimer:** Nothing in this job description restricts the Scranton Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the Scranton Library's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

*The Scranton Library is an equal opportunity employer and does not discriminate as to age, race, color, creed, marital status, national origin, sexual orientation, disability, or other protected status under state and federal laws.*