

## PUBLIC SERVICES SUPERVISOR

<b>Department:</b>	Public Services	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Branch Manager	<b>Job Group:</b>	Librarian II
<b>Supervises:</b>	Public Service Assistants & Pages	<b>Primary Location</b>	Whitestown
<b>Updated:</b>	January 2024	<b>Pay Range:</b>	\$21.00-\$27.00

At the Hussey-Mayfield Memorial Public Library, we are dedicated to enriching the lives of the communities in Zionsville and Whitestown, Indiana. Our team is at the forefront of library services, embracing modern technologies, creating innovative amenities, and delivering personalized, up-to-date programs. We foster collaboration, knowledge-sharing, and entertainment throughout our community. We are proud to be an Equal Opportunity Employer.

Team members are assigned a “primary library location” to provide consistency for their day-to-day work-life. There will be times that team members are asked to assist at their non-primary location or at community events. This position’s assigned primary library location is at the Whitestown Library.

### **POSITION OVERVIEW:**

The Public Services Supervisor directly supervises the Public Services staff at the Whitestown location and ensures visitors feel welcome and receive exceptional customer service. Additionally, the responsibilities will encompass a diverse range of responsibilities, including adult programming development and execution, proactive outreach initiatives, reference assistance, collection curation and maintenance, community-building endeavors, and customer service.

We are actively seeking candidates who meet the following “must-have” qualifications:

- **Master's degree in library science** from an ALA-accredited program *(or the ability to obtain a master's degree in library science within 6 months of hire)*
- **Indiana Public Library Certification Level 3 or above** *(or the ability to obtain a temporary permit or certification within 6 months of hire)*
- **Supervisory Experience**
- **Valid Indiana Driver’s License** *(or the ability to obtain one within 6 months of hire)*

### **KEY RESPONSIBILITIES:**

#### **1. Supervisory Duties**

- Provides direction, leadership, and support to staff
- Creates, monitors, and adjusts long-range and weekly schedules for staff.
- Assists with interviewing, hiring, training, and evaluating performance for assigned personnel.
- Participates in regular management meetings to communicate information to staff, listens to staff concerns, and reports them to senior management as appropriate
- Oversees and assists with book displays and promotion of materials

#### **2. Program Planning and Implementation**

- Develop, coordinate, and execute engaging, diverse programs and services for adults
- Cultivate connections with attendees, actively seeking feedback for program enhancements.

- Collaborate with the Outreach Services Manager to plan and execute outreach events.
- Actively promote programming through various channels, including library spaces, community events, and online platforms.
- Identify and pursue relevant grants to enhance services.

### **3. Patron Support and Engagement**

- Models and encourages staff to provide excellent customer service
- Provide support to patrons and offer coverage at public services desks.
- Deliver reference assistance to patrons in person, via phone, and online.
- Perform readers' advisory services and adeptly locate materials and resources for patrons.
- Assist patrons in utilizing the integrated library system, computers, mobile devices, and other digital technologies.
- Troubleshoot basic technology-related issues for patrons.
- Actively engage with patrons to create a positive library image.
- Curate visually appealing displays targeting a variety of audiences.

### **4. Additional Duties**

- Recommend purchases of adult materials
- Collaborate with Technical Services on weeding and identifying needs in the collection.
- Assume person-in-charge duties. Attends to patron, security and building issues as needed.
- Attend and actively participate in group meetings, trainings, conferences, and stay current on library trends.
- Complete cross-training to provide basic coverage in other areas as necessary.
- Additional duties as assigned.

## **EDUCATION AND WORK EXPERIENCE REQUIREMENTS AND PREFERENCES**

- **Required**
  - Master's degree in library science from an ALA-accredited program (*or ability to obtain one within 6 months of hire*).
  - Indiana Public Library Certification Level 3 or above (*or ability to obtain one within 6 months of hire*).
  - Minimum of three years of supervisor experience in a library or educational setting
  - Valid Indiana Driver's License (*or ability to obtain one within 6 months of hire*).
- **Preferred**
  - Previous experience working in a library setting.
  - Previous experience working with the public.
  - Demonstrated experience in planning and executing multicultural programming.
  - Proven track record in developing and implementing engaging multigenerational programs.
  - Trained in current methodologies and best practices to address patrons' needs, such as spectrum disorders, hearing impairments, and sight impairments.
  - Strong technical proficiency, including proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Publisher).
- **Physical Demands:**

- This position requires physical demands, including reading, writing, maintaining hand-eye coordination, standing, sitting, walking, bending, crawling, climbing, pushing, pulling, and lifting items weighing 15-20 pounds.

Employees are expected to perform the job duties listed with or without accommodation, if accommodation is needed, they should request it through the appropriate channels.

**EMPLOYEE ACKNOWLEDGEMENT:**

I acknowledge that I have read and understood the above job description for the Hussy-Mayfield Memorial Public Library. I recognize that this description outlines the essential duties, responsibilities, and qualifications required for this position. I further acknowledge that this job description is not an employment contract and does not guarantee employment for any specific duration. Employment with the Hussey-Mayfield Memorial Public Library is at will and the employer, or I, can terminate the employment relationship at any time, for any reason, with or without notice or cause.

Employee Name:		Date:	
Employee Signature:			