

## PUBLIC SERVICES SUPERVISOR

<b>Department:</b>	Public Services	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>		<b>Job Group:</b>	
<b>Supervises:</b>	Public Services Staff	<b>Primary Location</b>	Zionsville
<b>Updated:</b>	January 2024	<b>Pay Range:</b>	\$21-\$27

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 Zionsville Library.

### **POSITION OVERVIEW:**

The Public Services Supervisor directly supervises the Circulation Staff at the Zionsville location and ensures visitors feel welcome and receive exceptional customer service. Additionally, the responsibilities will encompass a diverse range of responsibilities, including occasional program development and execution, proactive outreach initiatives, some 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**

- Provide direction, leadership, and support to staff
- Create, monitor, and adjust long-range and weekly schedules for staff.
- Assist with interviewing, hiring, training, and evaluating performance for assigned personnel.
- Participate in regular management meetings to communicate information to staff, listens to staff concerns, and reports them to senior management as appropriate
- Oversee the in-transit and holds processes
- Develop standards of operations for circulation and public service procedures
- Streamline department operations

#### **2. Customer Service**

- Cultivate connections with patrons, actively seeking feedback for customer service enhancements.
  - Actively promote programming, resources and services through various channels, including library spaces, community events, and online platforms.
  - Identify and pursue relevant grants to enhance services.
  - Participate in strategic planning
- 3. Patron Support and Engagement**
- Model and encourage 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 and actively seek feedback for customer service enhancements.
  - Curate visually appealing displays targeting a variety of audiences.
  - Actively promote programming, resources, and services through various channels, including library spaces, community events, and online platforms.
  - Identify and pursue relevant grants to enhance services.
  - Participate in strategic planning
- 4. Additional Duties**
- Collaborate with Technical Services on weeding and identifying needs in the collection.
  - Assume person-in-charge duties. Attend 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.

- 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 Hussey-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:			