



HEAD OF PUBLIC SERVICES

Department: Public Services – Brandel Library

Reports To: Library Director

Position Summary: The Head of Public Services will ensure that Brandel Library is a welcoming and hospitable place where users' needs are consistently and effectively met. This position will oversee all the service points of the library and help the library achieve its vision of assisting all North Park students succeed.

Essential Responsibilities:

- Advance the library's vision by ensuring that users are consistently and effectively met with a spirit of exceptional hospitality
- Supervise the departments by answering patron questions and concerns, responding to emergencies, and managing the integrated library system
- Lead the circulation department to ensure that library materials, including textbooks and laptops are circulated to patrons in an effective and efficient manner
- Oversee the physical upkeep of the library by keeping the books properly shelved, furniture is properly positioned, and facility problems are promptly reported
- Hire, train, schedule, and supervise a team of student circulation and security desk workers
- Enforce the library's security policies
- Provide administrative oversight to reference services in the library including chat reference
- Oversee the library's public use technology including printers, computers, and the media studio
- Collect data to assess library services and use the data to improve library systems

Essential Qualifications:

- Bachelor's Degree. Graduate Degree in Library Science preferred but not required
- Experience providing excellent service to students in an academic library
- Empathy for students and insight into how design services, spaces and events to contribute to their success

- Ability to effectively supervise, motivate and lead employees
- Ability to communicate effectively and work collegially with faculty and staff from other departments on campus
- Ability to master evolving technology including web development software and integrated library automation systems
- Demonstrated ability to plan, manage, and oversee collaborative projects, meet deadlines, and prioritize work in alignment with the service goals of the Library

Effective Date: Feb. 2020

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.