

HEAD OF PUBLIC SERVICES

Department: Public Services – Brandel Library

Reports To: Library Director

Position Summary: The Public Services Librarian 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 physical service points of the library and implement a service design

that will help the library achieve its vision of helping all North Park students succeed. The Public

Services Librarian will also coordinate programming in the library and help market the library to

students. Key responsibilities include managing student workers, managing resource sharing

services, overseeing the library building, and troubleshooting patron facing technology in the

library.

Essential Responsibilities:

* Advance towards the library’s vision by understanding the needs of various library users and ensuring that they are consistently and effectively met with a spirit of exceptional hospitality
* Hire, train, schedule, and supervise a team of student workers who will staff the library’s circulation and security desk including during nights and weekends
* Provide IShare and OCLC Worldshare resource sharing services to the North Park community
* Support front line staff by being available to answer patron questions and complaints, and dealing with staff shortages and emergencies
* Facilitate the library’s public use technology including printers, scanners, and computers
* Manage the Fulfillment portion of the integrated library system to materials, including textbooks and laptops are circulated to patrons in an effective and efficient manner
* See to the physical upkeep of the library by keeping the books properly shelved, the library furniture is properly positioned, and facility problems are promptly reported
* Work collaboratively with campus partners to successfully host events in the library
* Create book displays in the library and manage the library’s Instagram account
* Enforce the library’s security policies
* Collect data to assess library services

Essential Qualifications:

* Bachelor’s Degree required. Graduate Degree in Library Science preferred.
* Empathy for University students and insight into how design services, spaces and events to contribute to their success
* Ability to effectively supervise, motivate and lead other employees
* Experience providing excellent service to university students in an academic library
* Ability to communicate effectively and work collegially with people in a variety of 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: 2022

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