

POSITION DESCRIPTION

POSITION TITLE: Head of User Services

POSITION LEVEL: 6

GENERAL DESCRIPTION

Under the general supervision of the Director and Assistant Director- designs, coordinates, implements, and evaluates Library Services developed to meet the needs and wants of the community of Salem in accordance with the goals and objectives established by the Kelley Library Board of Trustees and the Library Administration. Strives for exceptional services and collections for the community of Salem.

RESPONSIBILITIES TO THE PUBLIC

- Provides direct public service at the circulation desk, including policy explanation, complaint resolution, problem solving, customer registration, fine collection, and the circulation of materials.
- Ensures that the library provides a quality collection of materials in a variety of formats that are of current interest and value to the customer.
- Works with customers to provide appropriate resources to satisfy their informational, educational, and recreational needs. Performs readers' advisory services using materials in a variety of formats.
- Assists and instructs adults and their families in using library resources – print, non-print, electronic, on-line catalog, shared and consortial collections. Assists and instructs customers in the use of electronic devices and equipment.
- Ensures that the user environment throughout the Adult Services-Department is pleasant, friendly and professional. Insures the good order and cleanliness within these departments.
- Ensures that services are consistent, meet the needs of the customers, and are based on a thorough understanding and knowledge of policy and procedure.
- Provides suggestions for programming that will engage the community to the Director, Assistant Director and/or Head of Information Services
- In coordination with the Director, promotes library use through the development of bibliographies, user guides, and displays spotlighting collections, services, and programs. Provides information for promotional materials to staff responsible for marketing.
- Coordinates with Assistant Director in planning and development of outreach to community.
- Resolves customer concerns in a pleasant, timely, and professional manner.
- Manages implementation in public catalog and administer settings on discovery layer for optimum user experience.

COLLECTION RESPONSIBILITIES

- Has a good working knowledge of the all collections (print, non-print, and electronic), and resources (print, consortial, electronic).
- In coordination with the Director and/or Assistant Director, participates the Adult collection development. In coordination with other staff, selects materials, (print, non-print, and electronic that is of current interest and value to the community.
- In coordination with the Director and/or Assistant Director, participates in the evaluation the Adult collections for balance, comprehensiveness and current value and interest to the customer. Coordinates with other staff involved with collection development, evaluation, and deselection.
- In coordination with the Administration, promotes the collection to customers directly and through displays and handouts.
- Promote collections in public catalog through tools available in discovery layer.

- Stays abreast of reading trends and high demand authors, titles and materials. Ensures that high demand materials are readily available in sufficient quantities and formats.
- Responsible for the appearance and order of the collections on the shelves. Coordinates with Tech Services concerning making items shelf ready.

RESPONSIBILITIES TO THE STAFF

- Oversees circulation staff, ensuring that staff provide consistent service based on established policy and procedure. Evaluates staff for consistency in applying policy and effectively following procedures at both circulation desks.
- Communicates library policies and procedures effectively to staff. Updates and maintains the Circulation Blog. Assesses staffs' understanding of policy and procedures. Provides necessary feedback and training to ensure compliance by staff.
- Schedules both Adult and Children's circulation desks duties as well as off desk circulation duties, including pull lists, book drops, unpacking/packing of shipped material, shelving, shelf reading, billing and request list maintenance, etc. Balances the demands of each department, ex: programming and Delivery schedule as well as staffing limitations of each department.
- Assists in hiring, onboarding and training of staff. Recommends promotion, and assists in the retention of staff.
- Utilizes part and full-time staff to maximum ability through cross-training and supporting opportunities for growth and enrichment. Co-ordinates with Technical Services Department and Children's Department for specific and/or ongoing projects.
- Monitors and coaches employee performance throughout the year, providing individual feedback to staff members as needed. Holds regular circulation staff meetings in large or small groups. Formally evaluates each circulation staff members' performance annually and meets with staff to review their performance.
- Designs and implements training exercises for circulation staff.
- Maintains digital format of the circulation manual and other necessary training materials to keep information current and useful.
- Stays aware of training needs and ILS software upgrades/changes and works with administration to create and implement appropriate training to staff working with customers.
- Routinely evaluates and develops improvements to work flow, operating procedures, and services, recommending adjustments as needed to improve efficiency.
- Develops and maintains constructive and cooperative working relationships with staff and peer positions at other GMILCS libraries. Ensures a timely resolution to patron issues with member libraries materials, policies, etc.
- Stays current with library email and communication. Creates and maintains communication that is responsive and solution oriented, and establishes and enhances positive and effective work relationships.
- Ensures that requests for supplies and invoices for programming are submitted in the approved format and in a timely manner.
- Coordinates circulation operations with other library services and functions through active participation in committees and interdepartmental meetings.
- Provides leadership and serves as role model of excellence in professionalism to coworkers and public.

RESPONSIBILITIES TO THE ADMINISTRATION

- Relays departmental needs and concerns to the Director.
- Actively participates as a member of the library management team representing the interest of department specific issues, while striving for a cooperative, goal-oriented process.
- Assists Administration in short and long range planning.
- With the Administration, evaluates services, develops procedures, recommends policies, and establishes work priorities, plans improvements, and delegates' duties.
- Maintains and prepares regular narrative and statistical reports.
- Assists with selection of personnel for the Circulation staff as required. Assist with selection of other personnel as requested.
- Participates in library special projects as requested by the Administration.

PROFESSIONAL RESPONSIBILITIES

- Attends regular consortial meetings related to circulation and user services, representing the library in a positive, collaborative, and solution oriented manner.
- Serves on professional and community committees as assigned with the goal of advancing the library and library profession.
- Keeps current on technical advances, innovative services and procedures, and current resources through professional reading and attendance at workshops and professional conferences.
- Stays open to change, readily taking on new tasks and learning new skills.
- Pays attention to current events, local events, and popular culture with a view to its relevance to position.

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of literature and other library materials.
- Thorough knowledge of modern library principles, practices, procedures and tools.
- Commitment to excellence in public service, with a positive record of customer service. Strong commitment to public service.
- Ability to plan, implement, and evaluate effective library services.
- Analytical abilities sufficient to evaluate statistical and observed information.
- Ability to analyze situations accurately and act effectively.
- Ability to interact harmoniously and communicate well with customers and staff.
- Ability to resolve public concerns and difficulties related to policy and the ILS with tact, courtesy, and good judgment.
- Considerable ability to establish and maintain effective and positive working relationships with staff and customers, with a proven record of working positively and successfully as a team member.
- Ability to work independently and with peers as a team, working harmoniously with coworkers and customers. Able to create and maintain a collaborative workplace.
- Proven leadership qualities that foster teamwork, effective communication, and high morale among members of the Circulation staff.
- Flexibility to adapt to changing work situations and to vary work schedule. Willingness to work evenings and Saturdays. Must be ready to fill in for unanticipated absences of circulation staff.
- Proven record of continual individual development.
- Ability to meet or exceed the library's Core Competencies. Highly developed computer skills, with the ability to learn new products quickly and easily.
- Ability to assess, organize, and resolve training needs and to explain complex technical procedures to staff and public with patience, thoroughness, and reinforcement.

- Excellent oral and written communications skills. Ability to prepare statistical and narrative reports.
- Demonstrate proficiency with computers, Microsoft Office applications, email, electronic resources and the Internet. Ability to master new applications and technology quickly and to apply that knowledge to train other staff in new technology. Familiar with web design.
- Ability to master the use of state of the art ILS and effectively use to fullest extent in support of customer service.
- Ability to coordinate and prioritize tasks to meet deadlines.
- Ability to handle confidential and sensitive information with discretion.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Masters in Library and Information Science from an accredited school.
- 5 years' experience in a variety of public services positions in a public library.
- Proven supervisory experience, demonstrating knowledge of supervisory methods including work delegation, scheduling, evaluating performance, training, and maintaining morale.

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