

Crete Public Library District

Position Description: Patron Services Manager

Status: Full-time Exempt

DEFINITION: Under the direction of the Executive Director, responsible for leadership and management of the Patron Services Department. Supervises up to 8 department staff. Serves as Librarian-in-Charge as assigned. Serves on the library management team.

- Provides consistent gracious and friendly service to internal and external customers.
- Understands and enforces library policies and procedures while safeguarding confidential and restricted information.
- Actively pursues opportunities to increase knowledge of current technology and library trends.
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the Library throughout the community.

DUTIES AND RESPONSIBILITIES:

1. Responsible for envisioning, developing, and implementing Patron Services initiatives and activities supporting the library's long range plan.
2. Regularly works the Patron Services Desk.
3. Hires, trains, schedules, and evaluates department staff.
4. Understands and enforces library policies and procedures while safeguarding confidential and restricted information.
5. Responsible for the accuracy of patron information and patron database maintenance.
6. Coaches and counsels department staff.
7. Responsible for patron billing and collections.
8. Responsible for hard copy periodical collection management.
9. Responsible for reporting internal department statistics.
10. Responsible for monitoring Patron Services budget and expenditures.
11. Keeps work areas neat and orderly.
12. Attends appropriate meetings as assigned by Executive Director.
13. Performs other duties as assigned by Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable ability to establish and maintain effective working relationships with staff, trustees and public.
2. Knowledge of the principles of library service.
3. Considerable ability to exercise professional and independent judgment and discretion.
4. Considerable ability to empathize and relate to the needs of all patrons.
5. Knowledge of public library circulation principles and techniques including automated circulation system.

6. Knowledge of PC and office software applications.
7. Ability to communicate effectively orally and in writing, in English.
8. Ability to manage and prioritize multiple tasks.
9. Ability to remain calm and effective in difficult situations.
10. Ability to adapt to and effectively manage change.
11. Ability bend, stoop, lift and carry.

QUALIFICATIONS:

1. MLS, or LTA certification with 5 years of public library experience, or an Associate's Degree with 5 years of library Patron Services experience.
2. Two years of supervisory experience
3. Willingness to work evenings and weekends
4. Access to transportation.