

# South Holland Public Library

## 16.0 Job Descriptions



**16.12 JOB TITLE: Head of Public Services**  
**DEPARTMENT: Public Services**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Public Services Department Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for the supervision of all public service functions in conformance with library policies, procedures and professional standards.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Public Services staff.
- Compiles departmental statistics, including library database use, in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of department budget and oversees appropriate expenditure of funds.
- Leads the department in innovations to fully serve the mission of the library.
- Assists the Library Director in the development of department goals and objectives.
- Oversees and assists with the collection development, selection and weeding of materials.
- Oversees the planning, implementation and review of all Public Services programs and activities.
- Schedules Public Services staff ensuring the Information Desk is appropriately staffed at all times.
- Oversees and provides reference, readers' advisory and other library service to all users.
- Coordinates the effective marketing of the Public Services Department through the library's newsletter, website, social media, and traditional media.
- Develops and oversees grant proposals related to Public Services.
- Oversees maintenance of displays, exhibits, bulletin boards and brochure racks in the Public Services Department.
- Oversees maintenance of calendars for meeting room and display case use.
- Oversees the recruiting, scheduling and activities of volunteers in Public Services.
- Represents the South Holland Public Library in the community and at professional events.
- Attends continuing education and networking events.
- Creates and maintains a procedure manual for the department.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Develops and maintains regular communication with colleges, community groups, business organizations and other adult-based facilities.
- Maintains appropriate communication and attitude with library staff, users and vendors.

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- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional standards and best practices in reference, readers' advisory, collection development, program development and outreach for adults.
- Knowledge of bibliographic and reference tools, resources and practices.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to think analytically and exercise initiative.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to handle multiple and simultaneous tasks.
- Ability to supervise others and manage a department.
- Ability to develop and implement policies and procedures.
- Ability to establish and maintain effective relationships with staff members, local officials, community leaders, users and the media.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Head of Public Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program.
- Minimum of four (4) years of public library experience in services to adults.
- Minimum of two (2) years of supervisory experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.