

Maywood Public Library District
Job Description

Position Title: Head of Patron & Technical Services

Position requirements: Full-time Exempt

Reports to: Library Director

Essential Functions: Responsible for facilitating excellent library service to patrons through the management of the staff, circulation, and technical services activities of the department.

Responsibilities/Duties:

- Provides and models friendly, efficient, knowledgeable customer service to internal and external customers.
- Selects, supervises, trains, monitors, counsels, schedules, and evaluates work of Patron and Technical Services staff. Holds regular department meetings to ensure collaboration and communication among department staff.
- Develops, implements, promotes, and evaluates procedures and services that implement operational policies for the Patron and Technical Services Department. Consults with Library Director on library-wide policy maintenance.
- Develops, maintains, and manages all copy cataloging. Perform classification and database management for new materials.
- Monitors and maintains Patron and Technical Services expenditures within the limits set by the annual working budget.
- Creates and maintains department-related statistical reports for internal and external use. Prepares monthly board reports and attends board meetings as needed.
- Serves as Person-in-Charge in the absence of the Library Director on scheduled evenings and Saturdays.
- As a member of the Management Team, works on strategic planning and other Library-wide issues, meetings, initiatives, and events.
- Understands the Library mission, vision, and strategic plan.

Qualifications for appointment:

- Master of Library Science from an ALA-accredited institution or equivalent work experience.
- Minimum of three (3) years of library experience.
- Minimum of two years supervisory/managerial experience
- Intermediate to advanced computer skills
- Commitment to providing excellent customer service
- Ability to exercise judgment/discretion when dealing with public/staff
- Available to work evening and weekends as schedule requires
- Ability to work as a member of a team
- Must be able to bend & stoop, reach up to 70", stand at length, and lift up to 50 lbs. with or without reasonable accommodation.

Date: February 2024