

LIBRARY PUBLIC SERVICES MANAGER

DEFINITION

Plans, organizes, supervises, and schedules the work of library public services units (circulation, interlibrary loan, and reserve).

DISTINGUISHING CHARACTERISTICS

The Public Services Manager assumes total operational responsibility for the library public services units (circulation, interlibrary loan, and reserve) and performs complex technical operations and public services transactions. The Public Services Manager is knowledgeable about the operating procedures and policies of libraries and may recommend policy changes to improve service and design new procedures to increase efficiency. The Public Service Manager provides work direction and training to Library Technicians I and II, clerks, and student assistants in the public services units.

SUPERVISION RECEIVED AND EXERCISED

The Public Services Manager reports to certificated or administrative staff: Dean of Library Services and/or a Librarian.

Functional and technical supervision is exercised over Library Technicians I and II, clerks, and student assistants in the public services units.

EXAMPLES OF DUTIES

Oversees specialized and technical functions related to the management of public services operations.

Trains and supervises Library Technicians I and II, library clerks, and student assistants in the daily operation of the units.

Plans and organizes work and coordinates multiple units.

Develops, evaluates, and recommends library procedures and resolves operational and procedural problems in cooperation with higher level library staff.

Participates in planning and developing library policies, procedures and programs and may initiate them.

Provides information and assistance to faculty and staff on the use of library systems and the location of materials and answers general and directional inquiries.

EXAMPLES OF DUTIES (continued)

Maintains and monitors preparation of financial and statistical records and reports.

Develops and coordinates library signage, flyers, reports, publications (print and electronic), library bulletin boards, and displays cooperatively with higher level library staff.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Management methods and skills necessary for supervision.

Principles and practices of supervision and training.

Library terminology, standard library practices and techniques, and office recordkeeping and bookkeeping methods.

Computerized library systems and interpretation of manuals.

The Dewey Decimal Classification System.

Machine Readable Cataloging (MARC) fields and tags.

Anglo-American Cataloging Rules (AACR2).

Library of Congress Subject Headings.

Modern office practices.

Word processing, spreadsheets, and database utilization.

Desktop publishing and graphics applications software programs.

Internet searching and design of WWW home pages.

Computer operating systems such as DOS, OS/2, Windows.

Basic accounting and statistical principles.

Ability to:

Supervise, oversee, plan, and organize the operation of library units.

Plan, develop, apply and explain rules, regulations, policies, and procedures.

QUALIFICATIONS (continued)

Apply supervisory skills to train and direct others.

Analyze situations accurately and adopt an effective course of action within established guidelines.

Work independently on a variety of assignments requiring specialized skills and knowledge.

Communicate clearly, concisely and effectively both orally and in writing.

Interact positively and diplomatically with faculty and students in a multi-ethnic environment.

Operate, troubleshoot, and instruct others in the use of standard office equipment such as computers, typewriters, microform equipment, fax machines, modems and calculators.

Establish and maintain cooperative and effective working relationships with others.

EMPLOYMENT STANDARDS

Minimum requirements:

Any combination equivalent to a B.A. or B.S. degree and five years of progressively responsible para-professional library experience.

Demonstrated ability to keyboard at 35 wpm.

Ability to work in an environment which requires lifting up to 30 pounds, bending, stooping, and pushing.

Desirable requirements:

Coursework in Library and Information Science and/or Computer Science.