

**City of Amesbury, Massachusetts
Job Description**

Position Title:	Head of Public Services	Grade Level:	16
Division:		Date:	1/2021
Department:	Library	FLSA Status:	
Reports to:	Assistant Director		

Job Summary: The Amesbury Public Library is seeking an innovative and experienced librarian to lead the reference and circulation departments as one cohesive public face for the library. Together these departments provide access to library resources in support of the Amesbury community and the Merrimack Valley Library Consortium (MVLC). This librarian will supervise and work with department staff to develop and implement the library’s strategic vision and services and initiatives that respond to the evolving needs of the Amesbury community. The Head of Public Services manage six (6) staff across the reference and circulation departments, overseeing all daily reference and circulation functions, interlibrary-loans, and network transfers on an automated library system. Occasionally this position will provide desk coverage for both the reference and circulation desks.

Supervision Required: Under the general direction of the Library Director, and Assistant Director the Head of Public Services follows established department general rules, regulations, policies and procedures of the Amesbury Public Library.

The employee is expected to use experienced judgment to solve most problems of detail or unusual situations. Technical and policy problems or changes in procedures are discussed with the Director, but ordinarily the employee plans the work, lays it out and carries it through to completion independently and/or with the reference and circulation department staff.

Supervisory Responsibility: The employee as a regular and continuing part of the job, is accountable for the quality and quantity of work done by department staff and assures the accomplishment of the assigned work in the prescribed manner. The employee also informs and trains staff of organizational policies, goals and procedures.

Employee provides direct supervision over five (5) full-time and one (1) part-time employees who work at the same location.

Confidentiality and Accountability: The employee has regular access to a wide variety of confidential information, including library patron records and borrowing history in accordance with the State Public Records Law. The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions.

Work Environment: The work environment involves everyday discomforts typical of library settings. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee is required to lift, push or pull objects such as library materials and/or equipment. This position exists in a shared office environment with a need for cooperative

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interactions.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Receives oral and/or written direction from the library Director and Assistant Director.
2. Attends regular library department head meetings.
3. Attends meetings and trainings related to reference and circulation duties.
4. Communicates with MVLC and other external reference and circulation department heads on related matters.
5. Plans, coordinates and leads department meetings.
6. Participates in strategic planning.
7. Ensure all department staff promote and support the Library's Long Range Plan as established by the Board of Trustees.
8. Writes a monthly department head report that is included in the trustee packet.
9. Assist in opening and closing building as required.
10. Updates and keeps current the internal workflow documentation for department staff and trains on any new workflows/procedures/etc.
11. Exhibits a commitment to customer service and possess excellent customer service skills.
12. Leads the department staff by setting departmental goals and assessing services; setting individual expectations and developing staff skills needed to deliver services; assess staff development; and manage the day-to-day frontline service operations in person and virtually. Responsible for ensuring department staff are up to date and trained on all job functions.
13. Oversees daily circulation functions; registration of new library cards, maintain patron records, bills, overdue fines and notices, Museum Pass program, delivery service (Optima/MLS).
14. Oversees daily reference functions; public printing/photocopying requests, public computer use, reader's advisory.
15. Champion new services and initiatives proposed by department staff.
16. Manages monthly reference and circulation reports and statistics; both those tracked internally and from MVLC.
17. Hires, trains, and manages two (2) student library pages.
18. Responsible for budget, purchasing and collection development of one of the library collections.
19. Collaborates with the assistant director to manage the schedule for all department staff using the When to Work (W2W) software.
20. Oversees marketing/social media according to our policy and plan documents.
21. Must be able to shelve materials if needed. Knowledge of library classifications a must.

Work schedule: 35 hours a week, Monday-Friday (occasional nights may be required) and Saturdays on rotation.

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Recommended Minimum Qualifications:

Education and Experience: Graduate of a four-year college with a Master's degree in Library Science with five (5+) years' experience in library administration required. Demonstrated supervisory/management experience required. Experience staffing reference and circulation desks highly desirable. Demonstrated marketing experience, particularly in social media highly desirable.

Special Requirements: Possess Certification in Librarianship from the Massachusetts Board of Library Commissioners.

Knowledge, Abilities and Skills

Knowledge: Knowledge of standard practices, procedures and current trends in the provision of public library services; knowledge of information resources and operations; knowledge of trends and practices involving the management of libraries.

Experience with Microsoft Office 365 environment, Symphony ILS, Blue Cloud Analytics and Plymouth Rocket Suite, a plus.

Abilities: Ability to think critically and strategically; ability to interpret and explain library policies and procedures to the public.

Demonstrated ability to lead and develop a cohesive staff, foster collegiality, encourage change and innovation and engage staff in the collaborative planning and delivery of user-centered service.

Strong commitment to engaging users and providing excellent public service and creating a positive, inclusive working and learning environment.

Demonstrated management ability.

Strong commitment to mentoring and developing staff.

Ability to analyze trends and to initiate, develop and assess innovative services for optimal use of information resources.

Skills: Strong organization, managerial and supervisory skills; excellent written and oral communication skills; effective interpersonal skills and tact in dealing with vendors, other departments, the media, and members of the public.