

Assistant Director for Patron Services

Status: Full-time- 35 hours per week; some weekends and evenings

Salary: Based on relevant experience and skills: vacation, holiday, and sick-leave earned.

\$53,000 - \$56,000 annually

This is a professional administrative and supervisory position that manages, plans, and coordinates the provision of patron services in the library under the direction of the Executive Director.

Position Details

Under the direction of the Executive Director, this position assists in all aspects of administration as a member of the Library's management team. This position assumes a leadership role in coordinating the Library's patron services, including customer satisfaction assessment and analysis, policy recommendations, development of procedures, provision of access and reference services, and strategies to assess and ensure patron satisfaction. In addition, this position coordinates the planning, developing and implementing services to adults.

Responsibilities - Administrative/Management

- Under the direction of the Executive Director, coordinates the daily "front of the house" operations of the library.
- As part of the Management team, shares responsibility for the library in the absence of the Executive Director.
- Coordinates patron satisfaction assessment and analysis, addresses areas in need of improvement, and anticipates future patron needs to ensure continuing standards of excellence.
- Supervises full-time and part-time clerical employees, recommends policy, establishes procedures, develops staff orientation and training tools and workshops; monitors clerical staff performance and participates in staff annual performance review process.
- Prepares staff schedules and ensures adequate coverage of library hours and desk shifts.
- Keeps regular shifts as a reference librarian at a public desk.
- Responsible for recruitment, evaluation, hiring and training of new clerical employees.
- Compiles and analyzes data, prepares reports and procedures, assists in the evaluation and development of Library policy.
- Assists with the preparation of the annual budget.
- Participates in the development of long and short-term library planning.
- Assists with the identification of external funding opportunities and grant writing.

- Maintains relationships and effective communication with public and private organizations to further the library's mission; promotes awareness of library services to the community and library staff.
- Reviews security footage when incidents occur.
- Resolves and reports patron incidents when they occur.
- Assists with long term strategic planning.

Responsibilities - Adult Services

Takes a leadership role in planning, developing, implementing and evaluating the library's services to adults; oversees the Adult Services Librarian and their provision of Adult Services.

Additional Responsibilities

- Participates in collection development and assists with management of the library collection, including organization, weeding, inventory, and mending.
- Recruits and coordinates the daily activities of adult volunteers, including those with disabilities
- Supports and participates in library special events, committees, and taskforces.
- Keeps abreast of technological changes; ensures efficient use of equipment and resources through communication and training.
- Attends continuing education opportunities.
- Carries out any other duties within the scope, spirit and purpose of the job.

Qualifications

- Masters in Library Science or equivalent degree from an accredited institution.
- Minimum of 2 years of relevant and progressively responsible library experience, including supervisory and management experience.
- Must possess or be eligible for a New York State Public Librarian's Certificate.
- Excellent customer service skills and ability to communicate with a diverse community of patrons; responsive and empathetic; must be a good listener.
- Knowledge of the professional methods and practices of library administration and all aspects of library services.
- Experience with integrated library systems, preferably Polaris.
- Strong computing and database management skills.
- Proven ability to work cooperatively in a team situation, demonstrating initiative and creativity.
- Analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies.

- Ability to convey ideas, information, and training through public presentation, verbal and written communication
- Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change
- Effective organizational skills including ability to multitask and manage multiple projects at the same time.
- Adaptability to changing priorities to meet demands of the Library.

Physical Activity Requirements

While performing the duties of this job, the Assistant Director for Technology stands, reaches with arms; uses hands, fingers, sight, hearing, and verbal communication; bends, stoops, kneels; lifts and carries materials weighing less than 20 pounds; lifts, moves, and/or manipulates bulky items and/or crates of materials weighing up to 50 pounds; and pushes/pulls/maneuvers a wheeled book cart weighing up to 200 pounds when fully loaded. Job duties may occasionally require standing for extended periods of time.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty. This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification.