

## Grandview Heights Public Library

### Position Description

<b>Job Title:</b>	Patron Services Manager-Youth Focus
<b>Classification:</b>	Manager II/Librarian II
<b>Department:</b>	Patron Services
<b>Starting Pay:</b>	\$64,000
<b>Benefits:</b>	Comprehensive benefits package: 22 vacation days; 10 paid holidays; sick and bereavement leave; medical, dental, vision and life insurance; OPERS (Ohio Public Employees Retirement System)
<b>Weekly Hours:</b>	40 hours (includes daytime, some evening and weekend hours; including every third weekend)

**Reporting Relationship:** Director of Patron Services

**Purpose:** Supports the library's mission and vision by effectively managing one of the library's three Patron Services Teams. Teams include Librarians, Library Associates, Supervisors and/or Coordinators.

### Duties & Responsibilities:

#### Manager Duties

- Responsible for the management of a team consisting of approximately 6-8 staff members.
- Determines necessary staffing levels and distribution of team's work.
- Provides leadership, coaching, and guidance to staff.
- Interviews and recommends candidates for hire.
- Ensures team receives orientation, training, and professional development.
- Approves timesheets and leave requests.
- Reviews work and ensures that it is completed accurately and in a timely manner.
- Monitors and manages performance, including the administration of corrective action.
- Ensures effective communication of information.
- Interprets and enforces policies and procedures.
- Reviews policies and procedures and recommends changes.
- Serve as a "Person in Charge" when required.

#### Additional Management Duties:

- Each of the three Patron Services Managers oversees ONE of the following areas across all three Patron Services teams:
  - Collection Development
  - Youth Services (this position)
  - Circulation Services
- Overseeing one of these areas includes setting goals, drafting budgets, assigning tasks, and evaluating the area's effectiveness.

#### Patron Assistance

- Provides basic to advanced research and reader advisory service in person, by telephone, and via email/chat.
- Help patrons of all ages utilize library services (meeting room reservations, voter registration, etc.)

- Perform daily circulation duties – charge and discharge materials, renew items, place reserves, handle patron financial transactions, process new patron registrations, etc.
- Provide assistance with technology including, but not limited to computers, Microsoft Office applications, library apps, eReaders, tablets, smartphones, copiers, microfilm, scanners, and gaming systems.

**Knowledge, Skills, and Abilities:**

- Knowledge of budget development and administration
- Ability to maintain confidentiality and use appropriate judgment handling information and records. Ability to work independently and in a team environment.
- Outstanding customer service skills
- Effective interpersonal skills, including the ability to communicate clearly in verbal and written English.
- Proficient in the use of Windows-based computer programs; word processing, spreadsheet, and electronic database programs
- Strong keyboarding skills
- Ability to exercise discretion and sound judgment.
- Ability to provide Notary Public services, preferred.

**Education and Experience:**

**Required**

- MLIS Degree from accredited library school (or equivalent)
- 3-5 years of recent management or supervisory experience.
- Occasional travel, valid Ohio driver's license, and proof of insurance.
- Experience helping patrons navigate library technology (databases, online catalog, ebooks, etc.)

**Preferred**

- Thorough knowledge and understanding of the service role of the public library and how cataloging and processing of library materials and database maintenance fulfill that role.
- Skill in the Polaris automation environment, or ability to develop that skill
- Basic knowledge (or ability to gain that knowledge) of AACR2 cataloging practices and MARC format standards and the ability to apply these in original cataloging. Ability to apply Library of Congress Subject Headings and Dewey Decimal Classification System.
- Experience with library collection development for both print and digital resources
- Diversified library background which includes experience in public service, personnel management, and digital resources
- Experience working with a variety of ages.
- Experience managing in an environment with a collective bargaining unit.

**Physical Requirements:**

- Considerable mobility including, but not limited to, extensive periods of standing, walking, bending, sitting, lifting weights of up to 50 pounds, and pushing full book carts or containers.
- Manual dexterity sufficient to perform general typing and computer skills.
- Calm and focused handling of interruptions and distractions
- Periodic intense concentration and sustained viewing of a computer monitor

**About the library:**

The Grandview Heights Public Library (GHPL) is an award-winning, independent suburban library system known for progressive leadership and friendly, personalized service. We are 1 of only 6 U.S. public libraries to receive 14 consecutive five-star ratings from Library Journal, ranking #1 nationwide in its expenditure category. GHPL is also the founding member and Administering Library of the Central Library Consortium (CLC).

**To Apply:**

If interested, please email cover letter, resume, three professional references, and the GHPL Employment Application\* to: Eileen McNeil, Director of Patron Services, at [emcneil@ghpl.org](mailto:emcneil@ghpl.org). See full position description and requirements below.

Applications received by Monday, December 9, 2024 will be given first consideration. Positions will remain open until filled.

\*More Information: <https://www.ghpl.org/2024/11/15/were-hiring-patron-services-managers-2/>