

The Wagnalls Memorial

Job Title: Patron Services Manager
Department: Library
Supervisor: Executive Director
Status: Level II, Regular, Part-time

The Board of Directors delegates the actual day-to-day operation of the library to the Patron Services Manager but retains the ultimate responsibility for the success of the library. The Patron Services Manager upholds the vision of the Wagnalls Memorial to create a community that is thriving through high quality educational and cultural experiences through its mission to continue the Wagnalls legacy by serving as a hub of opportunities to foster community unity, diversity and appreciation through arts, culture and educational programs and services. The Patron Services Manager serves as the manager in partnership with the Children's Department Manager of the library department by performing the following duties personally or through department staff and volunteers.

Leadership Duties

- Drafts policies and advises the Executive Director and Board on operational, fiscal, staffing, and library services.
- Advises Executive Director of facilities and library issues.
- Implements policy decisions approved by the Board of Directors.
- Assists the Accountant/Library Fiscal Officer to draft budgets with the Executive Director to present to the Finance Committee for approval of the Board of Directors.
- In coordination with the Executive Director, staff, and committees, assists in planning and executing fundraisers and events supporting the Memorial or departments of the Memorial.
- In the coordination with the Executive Director and Accountant/LFO, applies for grants following a grant procedure in which all departments have opportunity to benefit from local grant sources.
- Participates in a variety of activities to maintain knowledge and skills in trends and best practices.
- Under consultation with the Executive Director, recruits, selects, hires, trains, supervises, evaluates, and terminates patron services library staff and volunteers. Schedules staff and volunteers and assigns tasks.
- Assists the Executive Director to plan and conduct regular staff meetings and in-service meetings.
- Has knowledge of the history, current board and library strategic plans, and activities of the Wagnalls Memorial to represent the Memorial in community, governmental, organizational, and professional affairs.
- Holds any sensitive information received from the Board, the Executive Director, or Accountant/LFO which concerns the personal, personnel, financial, or other affairs of Wagnalls in full confidence and will not be revealed to any other persons, firms, or organizations.

Operational Duties:

- Oversees all aspects of the Interlibrary Loan System including but not limited to supervising associates and volunteers, software and technical services, pick-up locations, and liaison to the Central Library Consortium (CLC) for Patrons Services and Patron Experience, and liaison to other library consortia and services.
- Designs, recommends, and directs library programs that meet the needs of the adult population served in accordance with the goals and objectives established by the Board of Directors. Participates monthly with the Program Team to plan and coordinate Wagnalls' programs. Oversee creation of publicity for a variety of outlets for programs.
- Assist Acquisitions Specialist with examining trade publications and materials, interviewing publishers' representatives and consulting with other staff to develop the library's collections.
- Maintains relationships with vendors for necessary services specific to the library and coordinates contracts with vendors for services that serve the Memorial in total with the Executive Director.
- Maintains library statistics for reporting to local and state organizations and annual reporting to the community.
- Other duties as assigned

Qualifications:

Education and/or Experience

Prefer master's degree in library/information science from an ALA accredited college or university and/or 5 years or more library experience in a supervising capacity or 5 years or more of customer service experience in a supervising capacity.

Language Skills

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints in writing or speech.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Qualifications continued:

Interpersonal Skills

Ability to establish a positive working relationship with the Board of Directors; staff; volunteers; the library system and member libraries; local service organizations; city, county, and state officials; and the general public. The ability to maintain confidentiality.

Computer Skills

Ability to use computers, electronic devices, and manage digital content and software in order to supervise the technology tutor and assist staff and patrons.

Physical Demands

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards but are illustrated to help the employee and/or applicant identify where reasonable accommodations may need to be considered.

- Sitting, standing, walking climbing, and stooping
- Bending, twisting, and reaching
- Talking and hearing, using of a telephone
- Far and near vision
- Lifting and carrying 50 pounds or less
- Typing, writing, filing, sorting, shelving
- Pushing and pulling objects weighing up to 80 pounds
- Driving to other locations for meetings and events

Other Requirements:

- Hold a valid driver's license
- Satisfactorily pass a background check
- Hold a notary public commission or obtain commission within three months