## 

## Job Title: Patron Services Manager

**Revised Date: June 2022**

**Classification: Management**

## Schedule: Full-Time exempt salaried 40 hours per week including mornings, afternoons, evenings and weekend hours as needed.

**Performance Standards*:*** Provides excellent service to patrons of all ages, practices positive public relations and performs duties in a friendly and courteous manner. Maintains professional, businesslike behavior and appearance. Demonstrates understanding of basic library routines and adheres to Library policies and procedures. Cooperates with other staff, promotes teamwork, shares information and resolves conflict. Demonstrates adaptability to Library needs.

**Position within the library organization*:*** Professional member of the library’s management team.

**Purpose of position:** Responsible for the management of the Patron Services staff, outreach staff, and adult volunteers within the organization. Additionally responsible for the coordination of patron correspondences, staff training, Polaris (LEAP) circulation and Simply reports, all cash/credit transactions and Patron Services budget.

# Reporting Relationships - Reports to Director

# Supervisory responsibilities:

1. Participates and makes recommendations in the search and interviewing of Patron Services Staff including pages to the HR Manager and Director.
2. Responsible for training Patron Services Staff including pages and adult volunteers in all library duties. Responsible for training all Patron Services staff in general Polaris (LEAP) transactions and all cash/credit transactions.
3. Conducts 90 day review, 6 month reviews and annual reviews for Patron Services staff, outreach specialist, pages and adult volunteers.
4. Oversees scheduling of Patron Services staff including pages, and adult volunteers.
5. Plans for coverage of PTO and absences for full and part-time Patron Services staff.
6. Covers shifts and performs “Person-In-Charge” duties when needed.

# Duties

The following responsibilities are intended to provide an overview of duties associated with the position, not an exhaustive list of specific requirements. Employees will be expected to perform related duties associated with the purpose of their position not described here.

**Patron Services**

Perform all Patron Services duties required of Patron Services staff including Pages.

1. Adjusts patron fines and fees as appropriate.
2. Oversees Quality Control of Patron Services staff including Pages.
3. Represents the Library publicly at meetings and other activities as needed or directed.
4. Lead person for Library Lockers.
5. Participates in budget development for the Patron Services Department with Director and Fiscal officer.

**Adult Volunteer Management**

1. Plans, organizes, and executes adult volunteer recruitment activities in support of specified program objectives.
2. Recruits, supervises, and schedules adult volunteers for program activities.
3. Maintains database of adult volunteers and time logs of volunteer activities.
4. Maintains regular communication with department managers to identify and clarify adult volunteer needs.

**Professional Development**

1. Participates in Central Library Consortium at appropriate level.
2. Participates in appropriate Ohio Library Council activities.
3. Monitors electronic discussion groups, websites and other organizations to keep current with trends in the library field.
4. Pursues training in appropriate technology, library, and management areas at library expense.

# Knowledge, Skills and Abilities

Basic Competencies:

1. Skilled in public speaking.
2. Skilled in written communication.
3. Ability to plan and supervise the work of others.
4. Ability to work in a team environment.
5. Sound judgment and strong professional ethics.

Special Competencies:

1. Ability to think, act, and solve problems creatively.
2. Skill in Microsoft Office Programs.
3. Ability to exercise tact and courtesy with people of all ages.

# Education and Experience

Required:

BA/BS or combination of other post-secondary education and experience in libraries.

Notary Public commission or ability to obtain commission within 6 months of hire date.

Desired:

Management experience or training.

Library experience or history of strong library use.