

GRUNDY LIBRARY

The Margaret R. Grundy Memorial Library

Dana Barber · Library Administrator

Patron Services Manager

The Margaret R. Grundy Memorial Library invites applications for Patron Services Manager, a full-time position with benefits. For more information about the Margaret R. Grundy Memorial Library, visit our website at <http://www.grundylibrary.org>.

Primary Duties: Reporting to the Library Administrator, the Patron Services Manager will plan, develop, manage, and evaluate the activities and operations of the Patron Services department. Responsible for the supervision of all Patron Services library staff. Typical areas of management responsibility include customer service, materials processing, library systems databases (materials, circulation, and patrons), data analysis, and budgeting as it relates to those areas of oversight.

Other Duties: Assist the public with the access and use of print and online resources, computers, mobile devices, and other technologies; maintain staff competency skills and provide staff training as needed; coordinate assigned activities with other departments and outside agencies; actively participate on library teams including the management team to assist in developing and evaluating library services, monitoring budgets, strategic planning, grant development, formulating policies and procedures, and staffing decisions; enforce Library, Museum, and Foundation policies; act as librarian-in-charge in the absence of library administrator; participate in outreach and programming activities; conduct tours and make presentations to groups at both the Library and the adjacent Grundy Museum (late-Victorian house museum); perform other related duties assigned.

Required Qualifications:

- Master's degree in Library and/or Information Science from an A.L.A. accredited school, or equivalent
- Minimum of two years' supervisory experience in patron/customer service
- Three or more years' experience in professional public library setting
- Fluency with computers and software, mobile devices, online databases, and especially integrated library systems (ILS)
- Commitment to excellence in the provision of library service and broad knowledge of public library customer services
- Knowledge of principles and practices of cataloging, the Dewey Decimal system, and collection development
- Ability to supervise and schedule staff using effective business and motivational models
- Excellent oral, written, and interpersonal communication skills
- Strong organizational and project-management skills
- Ability to be self-motivated, proactive, work independently, and make decisions based on good business practices and library philosophy
- Ability to think analytically, solve problems, and make independent decisions based on good business practices and library philosophy
- Evidence of good judgment, tact, and discretion. Ability to establish and maintain cooperative working relationships and to interact diplomatically with all levels of staff and management throughout the organization
- Ability to create and perpetuate a team environment
- Good stamina and ability to stand on feet and walk most of the day

- Ability to kneel, bend, stoop, and reach repeatedly and to easily operate computer keyboards and other accessories
- Ability to lift and carry library material weighing 30 lbs. and push book carts weighing 125 lbs.

Preferred Qualifications:

- Experience with and advanced knowledge of SirsiDynix
- Ability to understand, speak, and write Spanish

Hours: Full-time 40-hour/week position including nights and weekends.

Compensation: Salary commensurate with experience. Comprehensive benefits package.

Application: Apply by July 31, 2017. Please submit a cover letter of application, current resume, and three references to Dana Barber, Library Administrator, Margaret R. Grundy Memorial Library, 680 Radcliffe Street, Bristol, PA 19007 or email them to db@grundylibrary.org. Review of applications will begin immediately.