

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.

Are you interested in working for a vital and active community organization? Are you an enthusiastic team leader? Does working with the public energize and excite you? Are you committed to providing outstanding customer service? If you answered "yes" to these questions, we encourage you to apply for this management position in our high-energy, encouraging and collaborative workplace.

Margaret R. Grundy Memorial Library is an award-winning library serving Bristol Borough and surrounding areas. Our mission is Opening doors, inspiring minds, connecting community. We achieve this through outstanding and personalized customer service, high quality programming, free and open access to technologies and the internet, specialized services to support research in the areas of local history, nonprofits and grantseeking, and active community outreach. 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.

Qualifications:

- Bachelor's degree required; Master's degree in Library and/or Information Science from an A.L.A. accredited school, or equivalent preferred
- 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)
- Experience with and comprehensive knowledge of SirsiDynix preferred
- Commitment to excellence in the provision of library service and broad knowledge of public library customer services
- Knowledge of principles and practices of the Dewey Decimal system, copy cataloging, and collection development

- Ability to supervise and schedule staff using effective business and motivational models
- Excellent oral, written, and interpersonal communication skills
- Ability to understand, speak, and write Spanish preferred
- 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.

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

Compensation: \$49,700-55,000/annual salary; Comprehensive benefits package.

Application: Apply by December 18, 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.

Criminal Background and Child Abuse Clearances required.