



**TITLE: Support Services Manager**

**WAGE: Grade 14 \$41,900 - \$52,400**

**STATUS: Full-time; work schedule includes evenings and weekends**

**REPORTS TO: Saline District Library Director**

**POSITION DESCRIPTION:** The Support Services Manager directs the operational functions of Circulation Services, including interlibrary loans, and facilitates the orderly flow of cataloging, processing, repairing, and shelving library materials. This includes supervision of approximately 20-25 staff.

**AREAS OF RESPONSIBILITY & ESSENTIAL DUTIES:**

**Planning/Administration:** Participate in Management Team; Maintain effective communication within the department and within the library; Recommend to Administration solutions and changes that impact the department; Ensure that supplies needed for the department are available; Develop written procedures and maintain knowledge for all areas of the department.

**Staff Management:** Develop general work plan and schedules, assigning duties within the department; Hire, train, schedule, supervise, and evaluate staff for shelving, repair, processing, cataloging, and circulation duties.

**Public Relations:** Assist in public service areas, including regular shifts at the Circulation desk; Resolve patron problems related to registration, overdue items, and other situations; Assist in maintaining order and acceptable behavior in the library; Assist with operation of library equipment available for public and staff use.

**Statistics/Reports:** Monitor and report on library visits, patron registration, circulation, interlibrary loans and other library functions; Oversee communication with patrons regarding overdue, lost, or damaged items; Oversee the record retention schedule as it pertains to the department.

**Professional Development:** Participate in professional development opportunities to enhance managerial skills and to keep abreast of new trends and developments in the library field; Encourage staff professional growth by supporting participation in workshops and seminars.

**REQUIRED QUALIFICATIONS:** College degree preferred; Three years of public library experience with proven capabilities in management; Proficient with computer applications in a library setting; Ability to motivate, establish and maintain effective working relationships with staff, colleagues, and the general public; Demonstrated ability to: effectively communicate orally and in writing; solve problems in a positive manner; organize and supervise the work of others; hire, train, and evaluate staff; project a positive image of the library; set priorities in a changing environment and make timely decisions.

**TO APPLY:** Submit in a single document: completed Saline District Library employment application (available at [www.salinelibrary.org](http://www.salinelibrary.org)), letter of application, and resume to: [Maryellen@salinelibrary.org](mailto:Maryellen@salinelibrary.org) or by mail to: Mary Ellen Mulcrone, Director, Saline District Library  
**Applications received by Monday, April 3, 2017 will receive first consideration.**