CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Head of Public Services** **UNION: 231**
SG: 6
DEPARTMENT: **Library** **CS: N**
FLSA: N
EEO4CODE:PR

JOB SUMMARY:

Responsible for oversight of Public Services and Security functions at all Bellingham Public Library locations. Performs professional administrative and supervisory work. Manages, plans, organizes, directs, implements, and assesses system-wide public services and security functions. Develops policies, procedures, processes, and service standards to guide the work of library staff working at all public service points. Develops and administers security response protocols and oversees security personnel.

SUPERVISORY RELATIONSHIPS:

Reports to the Library Director. Serves as a member of the Library senior management team. Work is performed under general guidance and direction and the guidance of City and Library policies and procedures. Directly supervises Supervisor of Public Services, assigned Library Specialists, and Security and Information Attendants; indirectly oversees the work of Library Clerks and other staff reporting to subordinate supervisor. Provides functional direction to those working at public service points. Works collaboratively with all library staff, our partner library staff, city staff, and the community. Requires extensive communication, collaboration and planning with other members of the Library's management team to address the cross-functional nature of library public services.

ESSENTIAL FUNCTIONS OF THE JOB:

DIRECTS AND MANAGES PUBLIC SERVICES AND SECURITY

1. Oversees the daily activities of library public services, including development and implementation of policies and procedures. Works with subordinate supervisor to develop plans, evaluate workload and activities of the workgroup. Develops and makes recommendations to the library director in areas such as resource allocation, budget management and long-range planning.

2. Either directly or through a subordinate supervisor, supervises, develops performance expectations, trains, evaluates and manages performance. Evaluates and makes recommendations on staffing levels, staff development needs, and other personnel matters. Leads in the selection and recommendation for hire of public services staff and assists with other staff appointments as appropriate.

3. Either directly or through a subordinate supervisor, oversees the work of public services personnel. Sets service standards, coordinates workload, projects staffing needs, and schedules public services staff at all locations to provide high level public services to patrons with diverse needs.

4. Either directly or through a subordinate supervisor, manages and directs the work of Security and Information Attendants. Oversees the daily security activities, including development and implementation of policies and procedures, setting service standards, and projecting staffing needs to provide high level of service to staff and patrons.

5. Develops, implements and oversees the Library's security response protocols. Ensures staff have an effective structure to use to respond to incidents and a supportive environment to rely on after security or behavioral incidents occur. Ensures security protocols are consistent with the building safety and emergency plans that are under the purview of the Head of Operations.

6. Participates in working groups and community networks to ensure that the Library is aware of resources and, when appropriate, is part of connecting the public to human services. Liaises with social service organizations to ensure that library staff are knowledgeable about community resources available.

7. Oversees the Library's mobile public services, including services to assisted living facilities.

8. Coordinates the Library's response to emerging issues that impact public services. Conducts research, evaluates issues, consults with other library systems and City departments, makes recommendations and implements response plans as appropriate.

9. Evaluates current services and responds to evolving needs of library patrons. Monitors, analyzes and evaluates the efficacy of service delivery. Develops and recommends plans for future needs in the areas of staffing, funding, and additional service requirements.

10. Collaborates with partner libraries to align Public Services policies and procedures to provide seamless library services in the region.

11. Coordinates with the Head of Digital Services and participates in planning changes or updates to the Integrated Library System as they pertain to Public Services.

12. Responsible for the Public Services budget. Prepares, recommends, and administers assigned budgets, and monitors expenditures. Ensures that library revenue (account payments, public copier/printer revenue) is collected and managed in compliance with City policy and State Auditor's recommendations.

13. Prepares, interprets, analyzes, summarizes, and presents various routine and non-routine reports about library services and objectives.

<u>PROVIDES ADMINISTRATIVE LEADERSHIP</u>

14. Assists the Director in overall management of the library system as an active and collaborative member of the library management team.

15. Participates in long-range and strategic planning for the library system.

16. Participates in developing the library system budget. Analyzes library needs, resources and projected revenues; reviews and prioritizes budget requests.

17. Articulates, supports, and implements the mission, goals, and policies of the Bellingham Public Library.

18. Promotes library services through active participation, involvement, and leadership in the community and in library committees and projects.

ADDITIONAL WORK PERFORMED:

1. May work at the public service points, providing backup to public services and security staff as needed.

2. May represent the Library on city, community or regional committees.

3. Participates in related organizations, conferences, and training to enhance skills and remain current in library and customer service practices.

4. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Knowledge of and commitment to the library mission, principles, and 'best practices' of contemporary public services.
- Federal and state laws and statutes as applies to libraries and personnel.
- City financial policies and fiscal management systems for revenue management and budget, as well as State Auditor requirements as relates to revenue management.
- City personnel policies, procedures and employee labor contracts.
- Bellingham Public Library operations, procedures and relevant city policies.
- Technology, library automated systems, computer technology and standard office software.

Skills in:
- Written and oral communication for corresponding and speaking, using tact and diplomacy, with the public, employees and partner organizations.
- Effective problem solving.
- Public speaking.
- Short- and long-term planning, organizing, managing projects and budgeting.
- Overseeing, training, coaching, mentoring, and evaluating staff.

Ability to:
- Articulate, support, and implement the mission, goals, and policies of the Bellingham Public Library.
- Keep current with new trends, innovations, technologies, and techniques in public library management and customer service.
- Apply new knowledge and skills.
- Be accurate, thorough, and timely in the completion of assignments.
- Work effectively with a diverse population and handle different types of situations.
- Train, coach, and mentor others.
- Tolerate considerable ambiguity.
- Formulate, organize, and execute complex plans of work.
- Effectively coordinate, evaluate, and supervise the work and schedules of a large and diverse staff.
- Plan, implement, and evaluate appropriate public services and operations within the parameters of budget and staff resources.

- Demonstrate the City's Public Service Competencies of Service Orientation, Results Orientation and, Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Ability to remain stationary for long periods of time performing public service duties;
  - Reach shelves up to six feet high and at floor level
  - Operate a computer and other machinery such as a keyboard, mouse, phone, and fax machine.
  - Transport library materials weighing up to 25 lbs, often in a confined space.

WORKING ENVIRONMENT:

Work is performed primarily indoors in an office setting with extensive periods of time sitting or standing. Works at a computer workstation and with a variety of office equipment. Frequently interacts with the public on the telephone and in person. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in business administration, social services, human services, or related field; or, Associate's degree in related field plus two years of related work experience.
- Three years of experience in program or customer service management, including responsibility for oversight of service delivery to a diverse population required.
- Two years supervisory experience required.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check and child and adult abuse records check.
- Must be willing to work various shifts depending upon the needs of the Library including evenings and weekends and to adapt to schedule changes on short notice.

PREPARED BY: Carterson/Helgoe
Klemanski
Joint Classification Committee
11/02

REVIEWED BY: _____
Rebecca Judd, Library Director

REVISED BY: Kiesner/Kaneshige/
Klemanski
5/07
Kiesner
5/13
Kerr/Sullivan/Delker
11/17

Judd/Vander Ploeg/Delker
7/2023