



LIBRARY SERVICE LEAD **QUALIFICATIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES**

General Statement of Duties:

The non-exempt Library Service Lead (“LSL”) works under the direct supervision of and assists the Branch Manager in leading a capable team of Program and Outreach Coordinators (PoCs) and Library Service Technicians (LSTs) toward a vision of service excellence. The LSL ensures that the service team conveys its values of empowerment, adaptability, and good humor through every patron interaction. During normal open hours, the LSL oversees projects, manages workflow, and delegates tasks to LSTs—while also ensuring PoCs have the opportunity to create excellent programs and outreach. The LSL updates their expertise of library service skills such as reference, reader’s advisory, technology assistance, and taking the lead on inquiries that go beyond LST knowledge. The primary focus is to provide the best, most attentive service in Elbert County during day-to-day transactions; with a secondary priority to utilize all team resources, per the Branch Manager’s direction, toward optimizing operations and general workflow.

Essential Qualifications and Special Skills Required and Restrictions

- Requires a high school diploma or GED; a college degree in a relevant field is preferred.
- Ability to perform arithmetic, read, speak, and write proficiently in English at a level consistent with the expectations of an adult.
- 3+ years of public service experience, preferably within a library or other customer service based organization.
- Strong customer services skills including listening, solution development, conflict resolution, negotiation skills, multi-tasking and organizational skills.
- Basic supervisory or leadership experience and/or training courses required.
- Ability to learn to operate equipment as required by the position.
- Effective written and oral communication skills.
- Ability to work night and weekends, as needed.

Essential Job Duties

- Vision is needed for reading, recording and interpreting information; speech and hearing are used to communicate with patrons and coworkers over the telephone and in person.

- Must be able to stand, stretch, stoop, crouch, bend and push carts up to 40 pounds continuously.

Duties and Responsibilities:

(The following is intended to be illustrative only and is not intended to be all-inclusive)

Patrons

- Serves as a front-line expert and continually develops skills in reader's advisory, reference, and technology help, taking over transactions beyond LST knowhow.
- Trains patrons in the use of the library, its materials, technology, and the Internet.
- Upholds the provisions of the Library Bill of Rights, the Freedom to Read Statement, the ALA Code of Ethics, and other policies adopted by the District's Board of Trustees.
- Respects and adapts to each patron's wants or needs for privacy & confidentiality, some of which may be adversarial.
- Delegates LSTs to assist PoCs, as necessary, and when appropriate.
- Acts as a role model to ensure service quality control, while coaching and assisting LSTs to provide consistently outstanding customer service—especially in the Branch Manager's absence.

Circulation

- Ensures smooth workflow and procedural continuity by retaining and updating detailed knowledge of all processes and procedures.
- Performs circulation duties as required; delegates tasks to LSTs when appropriate.
- Has detailed knowledge of physical and electronic collections.
- Processes both upstream and downstream Inter-Library Loans.
- Professionally informs patrons of overdue items.
- Maintains circulation records, patron accounts, and the library catalog.
- Collects and accurately records money from lost materials, copies, etc.

Technical Services

- Works with Branch Manager to allow LSTs time to cover and process items.
- Establishes and continually improves knowledge of proper cataloging procedures, ensuring the accuracy of team-created records within the system.
- Performs basic cataloging tasks, ideally developing competent original cataloging skills.
- Oversees weeding and inventory projects per Branch Manager specifications.

Personnel Guidelines & Requirements

- Operates under the direct supervision of the Branch Manager.
- Oversees LSTs and works with PoCs to ensure optimal library services across all product lines—especially in the absence of the Branch Manager.
- Delegates tasks and manages projects, when appropriate.
- Takes initiative to identify and complete both ongoing and special tasks under the guidance of the Branch Manager.
- Keeps an accurate, up-to-date personal time sheet and submits it promptly at the end of each pay period.

- Implements all policies and procedures under the direction of the Branch Manager.
- Communicates verbally and in writing effectively to ensure efficient workflow and task completion.
- Maintains professionalism with colleagues, stakeholders, and supervisors.

Training

- Undergoes at least 180 minutes of training per year, paid by P&PL with administrative approval, to improve relevant job skills.
- Updates proficiency in use of all technology necessary for service and training.
- Assists the Branch Manager in training volunteers, substitutes, and LSTs.

Facilities

- Leads the LSTs in creating and maintaining an attractive service environment.
- Works with management to facilitate repairs/replacement of equipment, etc.
- Evaluates effectiveness of current branch facilities and equipment; and makes recommendations to Branch Manager.
- Keeps facilities and library property secure; filling out incident reports when needed.

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