



MERCYHURST

UNIVERSITY

501 East 38th Street
Erie, PA 16546

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mercyhurst.edu

Library Public Services Manager

Location: Erie Campus

Department: Library

Reports To: Director of the University Library

Full/Part Time: Full-Time

Classification: Staff

Closes: Open until filled

POSITION SUMMARY Public Services Manager for Mercyhurst University Hammermill Library has overall responsibility for the library's public services operations including circulation, course reserves, and library use analytics.

DUTIES AND RESPONSIBILITIES

- Coordinates the hiring, training, and scheduling of the library's' student workers and Graduate Employee positions including management of awards, payroll, and leave time to ensure quality service and coverage for the library.
- Responsible for developing and encouraging a positive, engaging, and user-centered approach to customer service and library outreach, and must be able to work collaboratively with library colleagues as well as faculty and staff.
- Supervises and coordinates all aspects of the Circulation Department including processing all book circulation, records keeping and staffing.
- This position has over site responsibility for monitoring of all ingress and egress points of the library building and reporting to and working with the Director of the University Library to solve issues and challenges, which may arise.

QUALIFICATIONS:

- **EDUCATION** 4-year college degree required.
- **KNOWLEDGE/EXPERIENCE** Previous experience in an academic library preferred.
- **SKILLS/ABILITIES** Demonstrated commitment to providing a gold standard of customer service. Demonstrated high level of proficiency with technology. Preference will be given for familiarity with best practices, trends, and assessment strategies related to academic public service library theories are concerned.

COMPETENCIES:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Inventory software; Spreadsheet software and Word Processing software.

Familiarity with both Dewey Decimal and Library of Congress systems for classification. Extensive knowledge of OCLC and support programs

WORKING CONDITIIONS/PHSYICAL REQUIREMENTS:

LIFTING Frequent

DRIVING Occasional PUSHING/PULLING Frequent DATA ENTRY Frequent CLIMBING Rarely OVERNIGHT

TRAVEL Rarely

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

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Candidates must be currently eligible to work in the United States.