Position: Library Operations Manager
Department: Library and Instructional Resource Services (LIRS)

Position Summary:

The Library Operations Manager is responsible for customer service to students, faculty and staff; the supervision and management of all circulation functions; the orderly maintenance of print collections; reserving library spaces and managing facilities requests; and providing training and supervision for student workers. The Library Operations Manager is expected to provide excellent customer service and to bring a high level of professionalism to all interactions with students, faculty and staff. Attention to detail, problem-solving skills, and the ability to work independently are desired attributes for this position. This person in this position reports to the Library Director. Hours of work are Monday - Friday, 7:30 a.m. - 3:30 p.m.

Essential Functions:

- Serves as first point of contact for library patrons, determining needs, answering questions, providing brief instruction on use of the library website and library equipment, and referring library patrons to instructional librarians or the archivist for further assistance.
- Supervises and manages all circulation functions, including maintenance of accurate records and record keeping procedures; drafting forms and correspondence; establishing due dates; creating and tracking borrower overdue notices; overseeing routine checkout/check-in tasks; collecting, maintaining and reporting departmental library statistics; answering and directing all incoming calls; and maintaining the accuracy of all policy and procedural manuals, as well as recommending policy/procedural changes as needed.
- Schedules and assumes responsibility for circulation desk coverage.
- Trains, supervises and evaluates circulation staff.
- Supervises student workers.
- Supervises the maintenance of library stacks and shelving, including the collection of statistics on materials used within the library, the placement and replacement of books and other items on the shelves in proper order, regular shelf reading; instruction and oversight of students assigned tasks associated with stacks maintenance; supports collection development and maintenance projects. (Requires the lifting of materials in any area of the library, which may contain shelving as high as 90 inches.)
- Works with the Registrar, faculty, students, and staff to coordinate class and room scheduling within the building.

- Maintains order in circulation, reference and other public areas within the library.
- Perform other essential functions of the library as necessary or requested."]

Required Knowledge, Skills, Abilities:

- Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education, thus enabling the employee to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
- Demonstrated ability to foster a welcoming and respectful environment that honors the dignity of each person and aligns with Spring Hill College's Jesuit, Catholic mission of educating the whole person and serving the common good.
- Commitment to providing excellent customer service.
- Ability to communicate tactfully and effectively in both oral and written form.
- Ability to train, supervise, manage, and evaluate support staff and student workers.
- Knowledge of basic library organization and operations.
- Basic knowledge of undergraduate subject disciplines.
- Ability to interpret and to apply library policies and procedures.

Qualification Standards:

Minimum Qualifications:

- Associate's degree or equivalent course work; one year of experience in libraries, customer service, schools, office management or related fields

Preferred Qualifications:

- Four-year college degree; one to two years' experience in academic, public, or school libraries

Certifications and Licenses Requirements:

Send cover letter and resume to: mmandyck@shc.edu

Spring Hill College is an Equal Opportunity Employer that values inclusion, respect, and the inherent dignity of every person, consistent with our Catholic, Jesuit mission.

The College reserves the right to modify, reassign, or eliminate job duties and responsibilities, or to combine positions, or portions thereof, at any time, with or without notice. This job description is not an employment agreement or contract.
