



## Position Description

<b>Job Title</b>	Community Engagement Services Manager
<b>Department</b>	Library
<b>Employment Status</b>	Full time
<b>Exempt/Non Exempt Status</b>	Exempt

### Scope of Work

Under the general direction of the Library Director, this managerial position provides library-wide leadership for identifying, planning, developing, implementing and evaluating innovative and relevant programming for all library patrons in our diverse community, including the coordination of library services for adults, teens, children, and families according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals. The Community Engagement Services Manager works to foster community engagement for the library, including outreach to educational, service and civic organizations, long term care facilities, local businesses and nonprofits, and participation in community events as well as coordinating the daily operations of the Community Engagement Services department.

### Supervision

<b>Received</b>	Library Director
<b>Exercised</b>	Supervises up to 15 full-time and part-time employees

**Essential Job Functions** The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. **The Library expects that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our customers.**

- Assists the Library Director in establishing goals and priorities, and formulating policies for Library Board consideration or approval.
- Works with the Library Director and the management team to develop the annual budget request.

- Collaborates with members of the library management team to coordinate shared projects.
- Provides advice and technical assistance regarding long and short-range planning to the staff, management team, Director and Library Board.
- Contributes to strategic goal planning by gathering pertinent statistical, financial, service and operations information; identifying and evaluating trends and options.
- Supports the information needs of community residents of all ages and abilities.
- Serves as librarian-in-charge during evening and weekend hours, on a rotating basis, supervising all library staff and operations; assists in any library service as required.
- Works to increase the library's visibility and broaden awareness of what the library offers to the community.
- Cultivates community partnerships that lead to support for the overall success of the library. Seeks to establish and grow partnerships with a wide range of organizations such as cultural, recreational, educational, service and civic organizations, long term care facilities, those who are home schooled, neighborhood groups, business associations, and social service agencies.
- Reaches out to populations in underserved communities to identify, pilot, and establish outreach-based library service delivery models that further engagement and addresses barriers to library use and literacy.
- Advocates and seeks resources to support new library initiatives that prioritizes the needs of the community.
- Develops, plans, oversees and participates in the daily and long-term operation and administration of the Community Engagement Services Department. Facilitates the extension of the full range of the Library's resources, including the skills and expertise of its staff, throughout the city, especially to communities and populations experiencing barriers to library use.
- Collaboratively works with staff to develop and implement library-wide programming for all ages both internal and external. Oversees programming for the makerspace; makes community connections for use of the lab.
- Works in close collaboration with the Marketing and Communications Manager on coordinating marketing efforts and promotions for all library programs and services.
- In coordination with the Marketing and Communications Manager, coordinates activities for an annual City Reads program.
- Supervises the Library's outreach service to local assisted living facilities, nursing homes and the private residences of homebound citizens.
- Works collaboratively with the Waukesha School District, supervising the work of the Community Library Liaison. Identifies and implements the appropriate mix of programs, technology, staff, books and library materials for providing services in neighborhoods, communities and schools.
- Uses local and national data and information from community engagement to assess community need and set priorities for outreach services.
- Oversees the Library's volunteer program, working with departmental volunteer coordinators.
- Attracts, recruits and trains team members as needed; participates in the hiring process for all Community Engagement Services staff including review and selection of applicants in the City's workforce management system hereinafter referred to as "NeoGov", with subsequent interviewing and training.
- Motivates and leads a high-performing Community Engagement Services team, including Page/Shelvers, Library Associates and Librarians as direct reports in NeoGov, requiring periodic check

ins and annual performance evaluations. Fosters a success-oriented, accountable environment within the department.

- Provides performance evaluation reports to other managers on any personnel working in the department to be added as a component to their annual performance evaluation in NeoGov.
- Identifies continuing education opportunities for staff development in best practices for programming, engagement and outreach.
- Schedules and hires performers and contract storytellers.
- Schedules and coordinates Library tours and class visits.
- Provides timely and accurate statistical analysis and prepares narrative reports for management and Board review.

### Other Job Functions

- Performs related duties as assigned.

### Requirements of Work

Graduation from an accredited college or university with a Master’s Degree in Library Science and at least 4 to 6 years of related work experience in library management, computer science, education, human resources, or other related experience; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

<b>Knowledge of</b>	<ul style="list-style-type: none"> <li>• Library and information science.</li> <li>• Library organization and administration methods and procedures as they apply to public library administration.</li> <li>• Information resources available from other libraries, the library system and other sources in the community, county and state.</li> <li>• Trends in community outreach and engagement.</li> </ul>
<b>Ability to</b>	<ul style="list-style-type: none"> <li>• Interpret statistical data, analyze information and evaluate programs.</li> <li>• Prepare clear and concise reports and recommendations.</li> <li>• Establish and maintain effective working relationships with library trustees, elected officials, community groups, employees and the general public.</li> <li>• Model pleasant, professional and positive behaviors along with excellent interpersonal skills for interacting with a diverse public and staff.</li> <li>• Lead, collaborate, mentor, coach, train, and develop, resulting in increased employee skills and empowerment.</li> <li>• Foster teamwork and a culture of excellence.</li> </ul>
<b>Skill in</b>	<ul style="list-style-type: none"> <li>• The use of general office equipment, including computers and relevant software.</li> <li>• Listening, oral and written communications.</li> <li>• Planning, organization and leadership, and time management.</li> <li>• Public speaking.</li> <li>• Public relations.</li> </ul>

### Necessary Special Requirements

None

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to bend, stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.