



Position Description

Job Title	Public Services Manager
Department	Library
Employment Status	Full time
Exempt/Non Exempt Status	Exempt

Scope of Work

Under the general direction of the Library Director, this managerial position is responsible for the strategic implementation of all aspects of public service operations according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals. The Public Services Manager is responsible for developing an environment that cultivates and ensures consistent, courteous, and responsive service to all internal and external contacts. Coordinates the daily operations of the Public Services department and oversees the operations of library customer service initiatives; plays a key role by contributing to the planning, evaluation, development and implementation of public services objectives and policies in the library; establishing standards of excellence and procedures by prioritizing the needs of the community and library patrons.

Supervision

Received	Library Director
Exercised	Manages up to 30 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.
- Serves on various committees within the Library, the City, the Bridges Library System and the state; represents the Library within the community.
- 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, Library 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.
- Oversees all customer service initiatives, implements customer service training and provides continuing education opportunities throughout the year for existing staff on customer service, including input on annual staff education training. Fosters a success-oriented, accountable environment within the library.
- Responds to questions and feedback from the public regarding Library policies and procedures.
- Provides leadership, mentoring and direction to reporting staff following established guidelines. Ensures teamwork and commitment to excellence in providing consistent and high-quality services to patrons.
- Manages the daily operations of the **Public Services** Department; plans, implements, manages and evaluates projects; schedules and assigns work; handles complaints and suggestions; orders departmental supplies.
- Attracts, recruits and trains team members as needed; participates in the hiring process for all Public 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 Public Services team, including Page/Shelvers, Library Assistants, and Library Associates as direct reports in NeoGov, requiring periodic check ins and annual performance evaluations.
- Oversees public services staff who provide technology help, reference and readers' advisory questions, including OverDrive, E-ref and those of a difficult or involved nature. Questions may be received and responded to in person, by phone or electronically.
- Provides performance evaluation reports to other managers on all personnel working at public service desks to be added as a component to their annual performance evaluation in NeoGov.
- Coordinates the Library's proctoring services, including serving as a liaison to students and schools.
- Works with the team leads in Community Engagement and Materials Collection to ensure that the library provides excellent customer service.
- Develops, recommends and administers policies, procedures and processes in support of the Library Public Services department, including customer service initiatives in collaboration with managers of other departments.
- Develops the annual Public Services Department budget request and provides input on additional budget items as needed for customer service.
- Monitors the budget for staff, supplies and equipment expenditures; plans, prioritizes and recommends the purchase of supplies and equipment.
- Serves as a staff resource person for the computerized circulation system.

- Participates in long-range planning for Library services, working in collaboration with management to develop strategic plans in support of Library circulation **and customer service initiatives.**
- Evaluates new technology and products; makes appropriate recommendations for purchase and implementation; coordinates training for applicable technology deployments.
- **Provides timely and accurate statistical analysis and prepares narrative reports for management and Board review.**
- Monitors and tracks circulation of library materials; maintains accurate records.
- Maintains all **departmental** staff manuals.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a bachelor’s degree in library sciences and at least 4 years of experience in a municipal library, including some supervisory experience; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • Computerized integrated library systems. • Recent developments, current literature and sources of information on municipal library administration and operations. • Trends in public service initiatives, training opportunities and policies.
Ability to	<ul style="list-style-type: none"> • Analyze problems, identify and plan for alternative solutions, and implement plans in support of goals. • Prepare clear, sound, accurate and informative reports. • Establish and maintain effective working relationships with library trustees, elected officials, community groups, employees and the general public. • Model pleasant, professional and positive behaviors along with excellent interpersonal skills for interacting with a diverse public and staff. • Lead, collaborate, mentor, coach, train, and develop, resulting in increased employee skills and empowerment. • Foster teamwork and a culture of excellence.
Skill in	<ul style="list-style-type: none"> • The use of general office equipment, including computers and relevant software. • Listening, oral and written communication. • Planning, organization, leadership, and time management. • Public Speaking. • Public Relations.

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.