

WESTLAKE PORTER PUBLIC LIBRARY

JOB DESCRIPTION

JOB TITLE: Adult Services Manager

JOB CLASSIFICATION: Grade 410, Sr. Manager, Exempt

HOURS: Full-Time (40 hours). Evening and weekend hours are required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

JOB REQUIREMENTS:

Education/Experience

Requires ALA-accredited MLS. Prefer minimum five years of public library experience, with 2+ years of supervisory experience.

Knowledge/Skills

Requires thorough knowledge of principles, theories and concepts of library science. Excellent command of adult literature. Strong commitment to public service. Basic knowledge of contemporary concepts and practices of management. Excellent supervisory skills, including ability to monitor, evaluate, and provide continuous feedback. Ability to coach, train, and mentor to develop staff. Comfort, familiarity, and basic usage skills for new information technologies. Strong analytical and problem-solving skills. Strong written, verbal, customer service and interpersonal skills needed.

Working Conditions

Work primarily inside the library. Regularly provides reference assistance to patrons, and book talks and/or program information adult groups outside the library. Sometimes required to attend meetings or training sessions outside the library.

REPORTS TO: Assistant Director or Public Services

SUPERVISES: All employees in Adult Services department.

BASIC SUMMARY:

Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons. **This position helps support this mission by planning and providing superior library service to adults.**

DETAILED JOB DUTIES: (Essential duties = 1 - 9)

1. COLLECTION DEVELOPMENT

Oversees adult reference collection development for print, audiovisual, and electronic resources. Maintains quality reference collection through appropriate selection of new materials and weeding of the collection. This entails ongoing assessment and analysis of information needs; awareness of circulation trends, collection turnover rates, and holds ratios; awareness of local school assignments and teacher needs; vigilant scanning of review journals; and familiarity with popular authors and subject areas.

2. READERS' ADVISORY

Provides readers' advisory and reference services to adults. Serves as an advocate for adult services as well as reading, learning, and literacy skills. Encourages a love of reading and of lifelong learning. This includes awareness of a variety of materials for a variety of adults. It also includes ability to use and instruct customers (children and adults) in the use of all equipment and resources available at the library.

3. PROJECT PLANNING AND IMPLEMENTATION

Uses project management skills to plan, implement, and coordinate complex or multiple-faceted projects such as surveys, special grant projects, etc.

4. MARKETING

Aggressively markets the adult collection and services. Facilitates external communication and public relations for all adult programs and services through all available print, non-print, and electronic means. Arranges for in-house marketing through displays, printed materials, signage, web page visibility, and utilization of other marketing tools. Liaisons with and speaks to community groups interested in adult services.

5. CUSTOMER SERVICE

Ensures provision of polite, attentive, effective and exuberant customer service to children and adults using the Adult Services area and services. Models and reinforces excellent customer service skills. Handles customer suggestions and complaints in the adult services area. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and necessary.

6. MANAGEMENT AND LEADERSHIP

Interviews, recommends for hire, and orients new employees in the Adult Services area. Supervises, motivates, trains, coaches, develops, and directs all employees in the Adult Services area. Ensures adequate and accurate communication of library projects and priorities within the department. Encourages and facilitates input, innovation, and enthusiasm from all Adult Services staff.

7. ADMINISTRATIVE SUPPORT

Supports the overall mission as well as Board and administrative priorities of the library. Performs administrative duties in a timely, accurate, and quality fashion. This includes completing regular statistical and narrative reports; fulfilling planning responsibilities; submitting budget needs requests and implementing expenditures in an efficient and accountable manner; serving as a team leader, with a library-wide perspective; and using objective analytical, problem-solving, and consensus-building skills to contribute to decisions affecting overall library services.

8. ADMINISTRATION

Serves as the librarian in charge in the absence of the Director, Assistant Director, or other senior librarian. Duties include responsibility for opening and/or closing, handling patron complaints, handling and reporting unusual incidents, dealing quickly and effectively with security and safety issues and emergencies, and handling crisis situations and media encounters.

9. COMMUNICATION AND NETWORKING

Works and serves as a positive part of a team-oriented work environment to initiate, maintain, and/or implement effective, efficient, innovative, customer-oriented service to the public and other library staff.

- Serves as enthusiastic and positive leader for the Adult Services Team by communicating effectively with coworkers and other departments; by assisting the administration in all aspects of providing good customer service to the public and other departments; and by understanding, performing, and conveying the library's role, mission, and values.
- Keeps informed of and conveys library activities and policies by attending general staff meetings, scheduling regular department meetings, and by participating in workshops or training offerings when appropriate and as requested or required. Keeps informed of current trends and issues in adult librarianship through journals, meetings, and development opportunities.
- Performs miscellaneous related additional duties as needed by the library and assigned by the supervisor.

PHYSICAL DEMANDS CHECKLIST

Date: 1/20/2014 Job Title: Adult Services Manager

PHYSICAL STRENGTH FACTORS:

Does this job require:

Lifting: Yes No If Yes, list maximum weight: _____ lbs.

Pushing: Yes No

Pulling: Yes No

Carrying: Yes No

Reaching: Yes No If Yes, What is maximum reach: _____ in.

Does job require reaching above shoulders? Yes No

Does job require reaching to floor level? Yes No

Gripping: Yes No

PHYSICAL MOBILITY FACTORS:

Throwing Yes No

Sitting Yes No

Standing Yes No

Walking Yes No

Climbing Yes No

Stooping/Bending Yes No

Crouching Yes No

Kneeling Yes No

Crawling Yes No

Twisting Yes No

Balancing Yes No

WORK ENVIRONMENT

Inside Work Yes No

Outside Work Yes No

Hot/Cold Yes No

Fumes Yes No

Traveling Yes No

Working Alone Yes No

Working in a Group Yes No

Interact with Public Yes No

HAZARDS

Machines Yes No

Electrical Yes No

Sharp Tools Yes No

Slippery Floor Yes No

Congestion Yes No

Heat/Cold Yes No

Dust/Vapor Yes No

SENSORY/PERCEPTUAL FACTORS

HEARING:

Conversation Yes No

Sounds Yes No

VISION:

Far Yes No

Near Yes No

Color Yes No

Depth Yes No

PERCEPTION:

Spatial Yes No

Form Yes No

Feeling Yes No

OPERATE:

Equipment Yes No

Telephone Yes No

Computer Yes No

ACCESSIBILITY FACTORS

Doors Yes No

Aisles Yes No

Tables Yes No

Telephone Yes No

Public Bathrooms Yes No

Drinking Fountains Yes No

Parking Yes No

Staff Room Yes No