



POSITION DESCRIPTION

Title: Public Services Manager
FLSA: Full time/Exempt
Grade: Grade V
Department: Public Services

Note: Statements included in this description reflect, in general, the duties and responsibilities of this classification and should not be interpreted as being all-inclusive.

Reports To: Library Director
Subordinate Staff: Public Services Personnel
Other Internal Contacts: Leadership Team and other library personnel
External Contacts: General public, vendors and suppliers, business professionals, governmental officials, and other library contacts

JOB SUMMARY

Under the general direction of the Library Director, in harmony with the policies of the Library, and in coordination with the activities of other departments, the Public Services Manager will oversee all Public Services staff and operations involving the circulation of adult and audio-visual, print and media materials and related services, including borrower registration, record keeping, and collection of fee revenues. It may also include the acquisition and maintenance of these collections. The Public Services Manager plans and evaluates department activities, procedures, and future objectives. Also, oversees provision of excellent customer service and efficient handling of customer service issues. The Public Services Manager will be responsible for training and implementation of the Library Ambassador Program.

JOB DOMAIN

Strategic Management:

1. As a member of the Leadership Team, actively participate in the planning, organizing, directing and controlling of the Library's operations. Attend meetings as required.
2. Continually assess and align the strategic, administrative and operational functions of the Public Services Department to be congruent with the short- and long-term strategies of the Library.
3. Monitor, interpret and apply information gathered from internal and external environmental scanning, including the legislative environment, while applying and incorporating conceptual and technological advances where appropriate.
4. Develop professional knowledge and continue professional growth and development, especially as it pertains to public services, through professional literature, attendance at workshops and professional meetings, research, organizational memberships, networking relationships, area community groups and other professional alliances.

Supervision

1. Select, supervise, train, and evaluate department staff; effectively schedule staff to best meet patron and library needs.
2. Provide appropriate coaching and feedback to staff concerning work performance, conducting training as needed.
3. Hold regular department meetings and collaborate with staff to set objectives; monitor workload of staff and completion of tasks.
4. Performs regularly scheduled performance appraisals, promoting and assisting employees with career and personal development.
5. Provides corrective counseling in accordance with policies and procedures, as needed.
6. Assists with recruitment, training, scheduling, and supervising day-to-day activities of volunteers.
7. Oversee department compliance with MRL's Employee Handbook, Code of Ethics, Internal Control Manual, and all policies and procedures.

General Duties:

1. Present a caring, approachable, and professional demeanor, which will help create a favorable library experience for our patrons.
2. Create a courteous, welcoming environment based on principles of customer service excellence.
3. Administer all functions, services, and procedures of the Public Services department to address the needs of library patrons and staff.
4. Use the ILS efficiently for transactions in checking in/out library materials, processing borrow cards, maintaining borrower records, and determining the status of materials; resolve problems with fees, library cards, and lost and overdue materials, as well as other customer issues.
5. Evaluate audiovisual materials, considering their technical, informational, and aesthetic qualities, and maintain all audiovisual collections in accordance with the Morrison-Reeves Library Collection Development Policy and in collaboration with other Public Services staff.
6. Collaborate with other departments as appropriate for maintenance of print and non-print collections, including shelving, mending, holds, status changes and organization of materials. Weed the audiovisual collection of materials that are no longer appropriate because of age, condition, community interest or obsolescence.
7. Promote library programs/ services during patron interactions and participate in library activities and community events, providing a positive image of the library.
8. Prepare monthly statistical reports in an accurate, timely manner.
9. Develop and recommend policies and procedures.
10. Regularly meet with Director to keep administration informed of department activities and to exchange information.
11. Attend conferences, workshops, and trainings relevant to professional development and responsibilities.
12. Perform other tasks and special projects assigned by library administration
13. Miscellaneous duties, which may include but are not limited to answering phone calls, routing calls, taking messages, checking shelves for overdue items and notifying patrons of overdue items, and verifying records for collection agency.

Additional Duties:

1. Serve on library committees.
2. Plan, prepare, schedule, present and/or coordinate library audio-visual programming activities.
3. May fill in at other public service desks.

KNOWLEDGE, SKILLS AND ABILITIES

1. **Comprehensive knowledge of** current general public library service, policy, standards, and procedures; with **extensive knowledge of** customer service principles; basic software applications and their use; basic office equipment, including basic maintenance; and basic supervisory methods.
2. **Ability to** work effectively with the public, establishing good rapport and enhancing the image of the library in the community; listen effectively to understand and interpret patron needs and concerns; lead by example and supervise as a leader; function in a cooperative work environment; define problems, collect data, establish facts, and draw valid conclusions; identify future needs and develop plans to meet those needs especially as applicable to customer service; exercise discretion, consistency, and independent judgment in the interpretation of approved policies and methods in relation to departmental personnel on a day-to-day basis; work at a varied pace within the context of the working conditions listed below; perform with a high level of accuracy independent from supervisor examination; obtain and maintain a working knowledge of library computer systems and other technologies as they pertain to customer service; train patrons in the use and services of the library; work some evenings and weekends; and travel independently.
3. **Proficient skills in** all forms of communication, written and oral, within a variety of settings with both internal and external contacts; critical inquiry and logic as applicable to work duties; use of office and communication equipment; accurately read, record, and sort numbers in sequence; make correct change; plan and organize work; meet personal work goals and work toward library mission and strategic plan; prioritization and time management; and follow procedures for all tasks related to assigned job duties.

WORKING CONDITIONS

The **physical demands and work environment** of this position are typical of an interior/office work environment with limited physical effort required and no or very limited exposure to physical risk.

Essential physical abilities include:

1. Sufficient **clarity of speech and hearing** or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
2. Sufficient **vision or other powers of observations**, with or without reasonable accommodation, which permits close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
3. Sufficient **manual dexterity** with or without reasonable accommodation, which permits the employee to operate a personal computer and related office equipment, as well as open books and AV cases, operate security system devices, write patron and item barcode numbers as required, make change; and scan borrower cards.
4. Sufficient **personal mobility and physical reflexes**, with or without reasonable accommodation, which permits the employee to function in the context of the Public Services Manager position to include but not be limited to operation of equipment as mentioned above; collecting items from book drop room, filling and moving carts; transferring items to counter for check in; shelving materials; filing items on shelves; sorting carts; cleaning book covers; picking up items from the floor; moving a loaded book cart; reaching to shelves up to 8 ft. above the ground; lifting, moving, carrying up to 20-30 pounds; prolonged standing and/or sitting; and the capability to travel independently.
5. **Environmental conditions** include those risks normally associated with the context of an office environment and exposure to weather conditions when/if traveling on business and potential exposure to computer and office equipment cleaning chemicals and solutions. The noise level is usually minimal.

EDUCATION AND EXPERIENCE REQUIREMENTS

1. Bachelor's degree plus a Master's degree in Library or Information Science from an ALA accredited graduate library school.
2. Public Librarian Certificate 2 (LC2) or the ability to attain within six (6) months
3. Minimum of three years' work experience in a public library setting with a minimum of two years management/supervision experience
4. Two plus years of experience in collection development and collection management in a public library setting
5. Preference given for public library work experience using an Integrated Library System (ILS) preferably SirsiDynix Symphony's Workflows Circulation module.
6. Valid driver's license.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES TO BE PERFORMED BUT DOES NOT EXCLUDE OTHER OCCASIONAL WORK, PROJECTS OR DUTIES AS ASSIGNED BY MANAGEMENT.

Director

Date

Manager

Date

Public Services Manager

Morrisson-Reeves Library seeks a forward-thinking leader with a strong emphasis on exemplary service to fill the position of Public Services Manager. Morriison-Reeves Library is one of the oldest public libraries in the United States and is located in Richmond, Indiana.

The Public Services Manager serves as a member of the leadership team actively engaged in the planning, organizing, directing and overseeing of library activities and operations. Continually assesses and aligns the strategic, administrative and operational functions of Public Services to be congruent with the short and long-term strategies of the Library. Oversees all Public Services staff and operations involving the circulation of adult and audio-visual, print and media materials and related services, including borrower registration, record keeping, and collection of fee revenues. It may also include the acquisition and maintenance of these collections. The Public Services Manager plans and evaluates department activities, procedures, and future objectives. Also, oversees provision of excellent customer service and efficient handling of customer service issues. The Public Services Manager will be responsible for training and implementation of the Library Ambassador Program.

The successful candidate has the ability to create a positive environment focused on exemplary service with the desire to inspire others to exceed service expectations. The candidate will have a strong and positive record in policy administration and strategic planning, leadership, and personnel management. A proven-leader, effective communicator and creative problem-solver who empowers others to succeed is a must. The successful candidate has success in fostering enduring partnerships and connections within a community.

Requirements:

- Bachelor's degree plus a Master's degree in Library or Information Science from an ALA accredited graduate library school.
- Public Librarian Certificate 2 (LC2) or the ability to attain within six (6) months
- Minimum of three years' work experience in a public library setting with a minimum of two years management/supervision experience
- Two plus years of experience in collection development and collection management in a public library setting
- Preference given for public library work experience using an Integrated Library System (ILS) preferably SirsiDynix Symphony's Workflows Circulation module.
- Valid driver's license.

Morrisson-Reeves Library offers competitive wages, a great benefits package including vacation, paid holidays, floating holidays, personal business, paid sick days, medical, dental, vision and voluntary insurances.

Candidates should provide a letter of interest including a statement responding to the requirements outlined in the position announcement, resume, and completed Morriison-Reeves Application for Employment (available on-line or at the library)

to hr@mrlinfo.org or mail same to Morrison-Reeves Library, Attn: Human Resources, 80 North Sixth Street, Richmond, IN 47374. Priority will be given to applications received prior to Friday, August 11. Position will remain open until filled.