

Job Description

Job Title: Public Services Manager
Department: Administration
Reports To: Executive Director
Status: Full-time, exempt
Date Created/Revised: January 2025

Job Summary:

The Public Services Manager supports the library director by managing and leading the day-to-day operations of the Troy and Pleasant Hill branch locations, and the Collections & Cataloging department. The person in this position assumes the duties of the library director in their absence.

Essential Duties/Responsibilities:

- Supervises, trains, and makes assignments to subordinates, evaluates their performance, and recommends personnel actions.
- Assists with screening applicants, interviewing and selection of new staff.
- Monitors operations and customer service, ensures any necessary corrections are made, and implements staff changes to improve efficiency and quality of work.
- Promotes awareness of the library and maintains good public relations with community groups, organizations, and individuals served by the library branches.
- Coordinates, plans and promotes various library activities.
- Monitors branch facilities (cleanliness, safety, security, use); reports problems to the Facilities Manager.
- Assists in budget preparation and maintenance by forecasting branch or department requirements and monitoring/approving expenditures.
- Directs the selection of library materials that meet the needs of a diverse public.
- Attends meetings, continuing education programs and conferences to keep informed of current trends, issues and methods related to the library.
- Lead and facilitate standing or special committees.
- Work public service desks as needed, serving all patrons through expert-level reference, reader's advisory, and technology assistance.
- Initiate, plan, and present diverse and creative programs in support of department goals and community needs; research and arrange for vendors to present programs.
- Actively promote library services, materials, and programs to patrons.
- Respond to and resolve patron questions, concerns, and complaints.
- Produces and maintains accurate files and reports.
- Networks with other libraries at local, state and national levels.
- Acts in the absence of the library director in matters relating to library operations.
- Perform other responsibilities and duties as assigned.

Required Skills, Knowledge and Abilities:

- Ability to lead, supervise and motivate employees.
- Excellent verbal, listening, written, and telephone communication skills.
- Ability to work collaboratively with others to achieve organizational goals and objectives
- Self-motivated, organized, efficient, and productive with excellent time management skills.
- Ability to handle confidential information with discretion and remain calm in stressful situations.
- Excellent computer skills including troubleshooting, using the ILS, MS Office, library databases, social media, and the Internet required.
- Thorough knowledge of professional library principles, methods, techniques, and procedures.
- Multi-tasking ability for successful handling of a broad range of tasks and planning duties.
- Flexible scheduling requirements, able to work some nights and weekends.
- Must have a valid driver's license and the ability and willingness to travel, both locally between branches and statewide for meetings/conferences.

Education/Experience:

- Master's degree in Library and Information Science from an ALA accredited college or university required.
- Minimum three years of progressively responsible prior library experience with excellent working knowledge of all library services, or five years of progressively responsible experience in a service institution with comparable demands and responsibilities (i.e., staff supervision, working directly with the public, working with governing boards or bodies).

Work Environment and Physical Requirements:

The work environment is typical of such climate-controlled places as offices, meeting and training rooms, libraries, and residences. Requires common safe workplace practices while operating office equipment, avoidance of trips and falls, and correct lifting technique.

- Ability to operate standard office equipment.
- Ability to frequently use a keyboard, carry, hold, lift, reach, stoop, sit, turn, push and pull.
- Ability to stand for extended periods of time.
- Ability to lift and move up to 40 pounds.
- Ability to push book trucks with materials on them.
- Ability to perform repeated reaching, bending, climbing and squatting.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

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Employee signature below indicates the employee's understanding of the functions, duties, and requirements of the position.

Employee Signature

Date

Manager Signature

Date