



**WESTERVILLE PUBLIC LIBRARY**  
**JOB DESCRIPTION**

<b>POSITION TITLE:</b>	<b><i>MANAGER, ADULT SERVICES</i></b>
<b>JOB CLASSIFICATION:</b>	<b><i>DEPARTMENT MANAGER</i></b>
<b>REPORTS TO:</b>	<b><i>DEPUTY DIRECTOR</i></b>
<b>SALARY RANGE:</b>	<b><i>RANGE 29 [\$49,757 Annually]</i></b>
<b>STATUS:</b>	<b><i>FULL TIME</i></b>
<b>DEADLINE:</b>	<b><i>JUNE 3rd, 2016</i></b>

**SUMMARY OF RESPONSIBILITIES**

The Adult Services Manager has the responsibility for implementing library policies, recommending, designing, directing, supervising, and evaluating all services in the Adult Department to meet the needs and wants of the adult population of the Westerville Public Library District in accordance with the goals and objectives established by the Library Board and Library Administration.

**RESPONSIBILITIES TO THE PUBLIC**

- Answers reference questions.
- Performs electronic database searches.
- Provides reader’s advisory service.
- Instructs customers in use of technology.
- Processes interlibrary loans.
- Keeps machines and equipment operational.
- Conducts class visits.
- Handles customer complaints and responds in writing to customer suggestions.
- Coordinates class assignments with teachers and school media specialists.
- Provides a quality collection of adult materials to meet the needs and wants of the adult population of the library district.
- Envisions, interprets and anticipates community adult needs and develops programs and services for the adult population of the library district.
- Insures that the user environment within the Adult Services Department is pleasant, friendly and that services meet the needs of the customer.
- Resolves customer complaints in a pleasant and professional manner.

**RESPONSIBILITIES TO THE ADMINISTRATION**

- Recommends policy and advises on operations of the Adult Services Department.
- Consults with the administration on Long-Range Planning issues.
- Participates in monthly Advisory Council meeting.
- Supervises the preparation of reports and relevant statistics, as may be required.
- Represents Department on the Administrative Management Team.
- Supports and effectively implements Library Administrative and Library Board policy.
- Performs other duties as may be assigned by the Deputy Director.
- Routinely acts as Librarian-in-Charge.

### **FISCAL RESPONSIBILITIES**

- Coordinates materials budget with Administration and Support Services Department.
- In concert with the Fiscal Officer, administers the expenditure of funds within the department and meets all requirements as established by the Fiscal Officer.
- Responsible for the care, custody and control of all monies, equipment and furnishings within the department.

### **COLLECTION DEVELOPMENT RESPONSIBILITIES**

- Recommends the acquisition and withdrawal of materials/information sources to meet user demands.
- Meets with appropriate vendors.
- Supervises the development, implementation and evaluation of the Adult Services reference collections, including electronic resources.

### **RESPONSIBILITIES TO THE STAFF**

- Supervises the Adult Services staff.
- Allocates to staff members specific work assignments and responsibilities pertaining to departmental operations and services.
- Provides information and training to staff members on library policies and procedures, library and/or departmental operations and services, job enhancements and job-related technologies.
- Relays departmental needs and concerns to the Deputy Director.
- Represents Adult Services department on Board/Staff, in-house and managerial committees.
- Maintains staffing and performance levels through standard hiring practices, job training and performance evaluations.
- Adheres to all personnel policies and procedures as established by the Board and Library administration.
- Maintains a good working environment for Adult Services staff.
- Maintains harmonious relationships with other departments and resolves problems through the appropriate manager.
- Promotes individual development and presents recommendations for promotion, disciplinary action, dismissal and merit pay increases.
- Insures an effective, fair and timely evaluation of all department personnel and maintains proper records.
- Provides responsive leadership and fair representation of department staff to library administration.
- Holds monthly staff meetings to review committee meetings, departmental objective and other staff concerns.

### **RESPONSIBILITIES TO THE LIBRARY BOARD**

- Attends monthly Library Board meetings.

### **PUBLIC RELATIONS RESPONSIBILITIES**

- Maintains contact with and provides services to local organizations and educational groups serving adults.
- Provides programming and bibliographic data to the Marketing Department for media releases and promotional materials.

- Seeks effective ways to merchandise the collection and market the services of the department.

### **FACILITIES RESPONSIBILITIES**

- Cooperates with the Building Manager to insure a safe, healthful working environment for staff.
- Reports problems and/or concerns regarding maintenance and janitorial services within the department to the Building Manager for resolution.

### **PROFESSIONAL RESPONSIBILITIES**

- Participates in professional library organizations on the national and state levels and assists organizations with presentation and information sharing.
- Keeps current on technical advances, innovative services and procedures and current resources through professional reading and attendance at continuing education sessions, conferences workshops, etc.

### **POSITION REQUIREMENTS**

- Master's Degree in Library Science from an ALA accredited program.
- Five years library experience, two of which include supervisory experience in a public library setting.
- Proven ability to direct and motivate others in an effective, professional manner.
- Excellent oral and written communication skills.
- Excellent public relations skills in interacting with library customers and community organizations.
- Ability to resolve conflict effectively between staff members and resolve customer complaints.
- Must possess a positive work attitude and have the ability to interact well with others.
- Must have a proven track record of a positive customer service orientation.
- Must possess the skills to independently plan, analyze and structure staff assignments to provide efficient and effective library service.
- Must possess a general knowledge of information technology and be committed to continued individual development.
- Must be committed to and skilled in participative management.
- Must be able to lift and push heavy book carts.
- Must be able to reach top and bottom bookshelves.

For application and other details see the Westerville Public Library website Careers page at  
<http://www.westervillelibrary.org/careers>

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