



## **Job Description**

<b>POSITION TITLE:</b>	Adult Services Manager
<b>CLASSIFICATION:</b>	Manager
<b>REPORTS TO:</b>	Assistant Director
<b>DIRECT REPORTS:</b>	Adult Librarians, Adult Associates, Technology Center Associates, SearchOhio Pages
<b>SALARY RANGE:</b>	R21
<b>STATUS:</b>	Exempt

### **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**

- Develop, publicize, and implement a regular schedule of culturally and intellectually diverse life-long learning opportunities and events for Adults which encourage reading, viewing, listening and the use of library facilities and materials.
- Envisions, interprets and anticipates community needs and develops programs and services for the Adult population of the district.
- Supervises the Adult Services staff in the provision of quality library service and solves library related problems.
- Allocates to staff members specific work assignments and responsibilities pertaining to departmental operations and services.
- Interviews, hires, develops and evaluates department staff.
- Insures that department staff are responsive to customers in a consistent, friendly and professional manner.
- Insures that the user environment within the Adult Services department is pleasant, friendly and services meet the needs of customers.
- Provide reference, reader's advisory and instructional services in individual and group settings using print and electronic information resources. Directs and guides the Adult Services staff in doing the same.
- Instructs customers in use of technology.
- Resolves customer complaints in a pleasant, timely and professional manner.
- Responds in writing to customer suggestions.
- Supervises the preparation of reports and relevant statistics, as may be required.
- Maintains contact with and provides services to local organizations and educational groups serving adults.
- Collaborates with the Collection Development department to evaluate and select materials for library acquisition to meet user demand.

- Coordinates with Collection Development on an effective weeding program to assure the Adult collection is current to meet the needs and wants of the customer.
- In concert with the Fiscal Officer, administers the budget and expenditure of funds within the department and meets all requirements as established by the Fiscal Officer.
- Routinely acts as Librarian-in-Charge.

## **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.
- Knowledge of emerging technologies and project management experience a plus.
- 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.

## **PHYSICAL REQUIREMENTS**

- While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires moderate physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of heavy objects/book carts (up to 40 lbs).
- The majority of the work is performed in an office setting. The job involves standing for long periods of time.

*Apply online at <http://www.westervillelibrary.org/careers>.*

*EOE*