

Manhattan Public Library Job Description

Job title: Adult Services Manager

Department: Adult Services

Exempt: Yes

Salary grade: S

Reports to: Assistant Director, Public Services

Supervisory responsibilities: Yes (5/4.5 FTEs)

Summary: Responsible for meeting the needs of a diverse community through planning, organizing, managing, and directing the day-to-day operations at the Reference Desk areas. Hires, trains, evaluates, and manages staff performance. Provides direction for the safety and security for the staff and public. Provides reader's advisory and information and referral services.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Provides equitable service to all library users.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential Leadership competencies that apply to supervisors, managers and directors:

- Demonstrates good judgment and effectively solves problems within the library's established policies and procedures; utilizes operational knowledge to make sound decisions; weighs costs, benefits, risks, and chances for success; anticipates possible problems and develops contingency plans.
- In consultation with the library director, guides department or departments in alignment with library strategic goals and objectives; ensures execution of efficient processes to maximize all library resources.
- Responds to complaints and grievances in a professional and courteous manner.
- Effectively communicates department activities internally and externally.
- Develops and models standards for internal and external customer service excellence.
- Trains and oversees staff within area of responsibility. Follows up to provide support and learning reinforcement.

- Clarifies subordinate roles and responsibilities; motivates employees to perform; assigns and delegates work effectively; applies consistent performance standards and expectations; handles performance problems decisively and objectively; leads by example.
- Establishes priorities and deadlines for work assignments.
- Ensures adequate staffing and scheduling to support priority goals and objectives.
- Creates a culture of support, provides pathways to success and removes obstacles that impeded success.
- Assesses the knowledge, skills, attributes and needs of staff in order to plan, provide and evaluate training.
- Allows subordinate employees opportunities to learn new skills.
- Maintains all types of records including library statistics, operational procedures, and budgets.
- Maintains confidentiality of personnel and patron information and records.
- Demonstrates support for policies and procedures established by administration or the board of trustees.
- Consistently enforces library personnel policies and procedures.
- Makes hiring and promotional recommendations and decisions.
- Makes recommendations regarding the performance of employees who perform poorly.
- Monitors and documents subordinate employee performance, milestones, and progress.

Essential duties:

- Provides general oversight of services offered at the Reference Desk, local history materials, adult readers advisory services, Homebound services, and public technology training.
- Provides general oversight of adult public services work areas, maintaining appearance, functionality, safety, and security.
- Hires, trains, schedules, supervises, and evaluates Adult Services Librarian 2s, Adult Services Supervisor 1, and the Technology Trainer.
- Collaborates with Adult Services Supervisors and other managers to train and manage Library Assistant 2s under the Adult Services manager's indirect supervision.
- Provides reader's advisory and information and referral services including print, electronic and staff resources as needed to maintain adequate staffing at the Reference Desk.
- Reviews Reference Desk policies and procedures and updates as needed.
- Collaborates with other departments about adult services activities (i.e. technology, patron issues, management of the department, etc.).
- Acts as Librarian in Charge (LIC) by taking primary responsibility for library building maintenance and security, customers, and staff on a rotating basis. Responsibilities include, but are not limited to, staff and patron safety during severe weather and other emergency situations, policy enforcement, documentation of incidents, and interacting with law personnel as needed.
- Manages physical appearance of Reference Department, including arranging equipment repair, keeping area neat and orderly, and maintaining supplies.
- Implements all policies and procedures within the organization and department.
- Works as part of a team to create, review, and update department schedules, including adjustments for time-off requests and last-minute changes.

Budgetary responsibilities:

- Works with Programming Manager to purchase necessary passive program and display supplies for adult areas.

Education desired:

- Master's degree or equivalent in Library Science from ALA accredited university.

Experience desired:

- Two years' library experience.
- Two years' experience in a **public** library service role.
- One year experience in supervisory role.

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Knowledge of automated library systems and library programs and administration.
- Administrative ability to direct and manage public services areas of a large public library.
- Ability to maintain all types of records including patron records and staff personnel records.
- Extensive knowledge of contemporary library principles, policies, and procedures.
- Thorough knowledge of library resources, materials, and equipment.
- Advanced ability to prepare reports for publication and presentation.
- Knowledge of management and supervision principles.
- Demonstrated public speaking skills in preparing and delivering programs or facilitating group discussions.
- Ability to operate a PC and relevant computer software.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, decimals, percentages, ratios, and proportions to practical situations.
- Demonstrates superior organizational skills by prioritizing and managing current and upcoming tasks. Assists staff in maintaining well-structured workflows and deadlines to ensure high-quality service and operational success.
- Able to identify the need for specific projects to improve the library's ability to better serve the community, able to manage projects, and able to determine when to personally lead those initiatives and when to delegate that responsibility to others.

Physical and mental factors needed to perform the essential functions of the job:

- Move items weighing up to 20 pounds.
- Move book carts weighing up to 150 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERS).
