



# Wethersfield Library

**Title:** Public Services Manager

**Reports to:** Library Director

**Position Summary:**

The Public Services Manager will lead a team of professional staff to provide outstanding service to the community of Wethersfield. This position requires a customer focused, forward-thinking, and collaborative individual who shows initiative and helps ensure the delivery of quality results.

**Essential Duties:**

- Manage all services of department
- Supervise department personnel
- May assume responsibility for library operations in absence of the Director
- Establish priorities, processes, procedures, and workflows within department
- Provide direct public service to patrons (e.g. in-person, by phone, email, social media, and outreach)
- Supervise and participate in department's collection development and maintenance
- Supervise and participate in department's programming and outreach
- Provide administrative oversight for the library's IT (e.g. various hardware, software, digital platforms, ILS, website, web and mobile applications, databases, and social media)
- Manage consultant/vendor/performer relationships as applicable to department responsibilities
- Assist in short-term and long-range planning of library services
- Implement assigned deliverables for the strategic plan
- Participate in preparation of annual budget; monitor departmental budget
- Prepare financial, statistical, and narrative reports
- Participate in grant proposals/projects including identifying, writing, managing, and evaluation
- Responsible for managing the interlibrary loan program
- Responsible for managing the museum pass program
- Respond to patron requests, suggestions, and complaints
- Liaison to relevant Town departments and community organizations, groups, and local businesses
- Attend meetings and participate in relevant professional organizations, committees, etc.
- Maintain currency in various fields including librarianship, youth services, management, and technology
- May work on special projects
- Performs other duties as required or other tasks/assignments as necessary

**Knowledge, Skills and Abilities:**

- Excellent written, verbal, interpersonal, and presentation skills
- Demonstrated supervisory experience
- Strong management skills: financial/budget management, project management, talent development, performance management
- Demonstrated ability to anticipate problems, resolve ambiguity, and take decisive action
- Excellent organizational and time management skills including successfully demonstrated ability to handle multiple projects simultaneously and meet deadlines
- Demonstrated ability to establish rapport with diverse public and deliver excellent customer service
- Successfully demonstrated experience working in a fast-paced environment
- Ability to analyze work procedures and processes and when/if necessary implement new procedures and processes that improve quality and/or efficiency of the department
- Strong aptitude for continued learning of new and emerging technologies quickly

- Experience developing, planning, promoting, delivering and executing programs
- Experience with collection development and maintenance
- Knowledge of current library trends and best practices
- Demonstrated initiative in improving service, processes, or programs
- Ability to travel to required locations

**Qualifications:**

- ALA Accredited Master's Degree in the Library Sciences and/or Information Sciences or Master's Degree in Education or Public Administration or equivalent
- Three years of professional experience in a public library or similar setting demonstrating progressively responsible management experience, including supervision of staff
- Strong knowledge of library related technology including various hardware, software, digital platforms, ILS, website, web and mobile applications, databases, and social media
- Must be flexible to include evenings and weekends
- A valid driver's license is required

**Physical and Mental Requirements/Work Environment:**

Required for essential duties; reasonable accommodations will be considered under the Americans with Disabilities Act; this list is not all inclusive and may be supplemented as necessary.

- Ability to get from one location in the library to other locations within or outside the library
- Ability to stand and/or stand for long periods of time
- Ability to perform manipulative skills such as writing, collating, using a keyboard and/or calculator with speed and accuracy for long periods of time
- Ability to see and read text, numbers, data, charts, diagrams, and information closely and from a computer monitor
- Ability to hear normal sounds with background noise as in person or when using a telephone
- Ability to understand verbal communication and communicate through speech
- Ability to communicate effectively in oral and written form
- Ability to maintain files and records and to make mathematical calculations using a calculator
- Ability to reach, bend, stoop, kneel, and crouch
- Ability to lift push, pull, and lift an object that weighs up to 30 pounds
- Ability to push, pull, maneuver, and steer fully loaded book trucks which can hold objects in excess of 100 pounds
- Ability to concentrate on complicated details, complex issues and assignments with interruption, pressure and changing priorities
- Memory to perform multiple and diverse tasks over long periods of time and ability to remember information that has been read, studied or previously learned
- Ability to use knowledge and reasoning to solve complex problems
- Ability to distinguish between public and confidential information and handle each appropriately
- Ability to learn and apply new information, technology, and legislation applicable to library services, activities, and workflows
- Ability to maintain an even temper while providing service to the public
- Works in a public library and office setting subject to interruption, heavy traffic flow and heavy work volume expectations
- May be exposed to dust and electro-magnetic radiation
- Ability to work a schedule which includes regular evening and weekend work, as well as occasional coverage of shifts for other employees as required by illness or vacation

The above description is illustrative and not a complete itemization of all facets of any job.