

WAUKEGAN PUBLIC LIBRARY

JOB DESCRIPTION

TITLE: Adult Services Manager
REPORTS TO: Deputy Director

DEPARTMENT: Adult Services
CLASSIFICATION: Exempt

Overview:

The Adult Services Manager oversees the Adult Services Department, which provides library services to adults. Furthermore, they will lead a team to develop and present programs, participate in outreach activities, administer technology training, and promote the collection through readers' advisory and displays.

Duties:

- Hire, train, mentor, motivate, manage, and evaluate staff in the Adult Services Department
- Communicate consistently and effectively with departmental staff in both written (email, procedures, timesheets, etc.) and verbal (staff meetings, phone, etc.) forms
- Resolve patron problems by interpreting and applying library policies as necessary
- Prepare monthly statistics, strategic plan updates, and departmental Board report inserts
- Build connections between the library and volunteers, interns, community agencies, and other local organizations that serve adults
- Serve as an active member of the library leadership team
- Develop and oversee departmental budgets
- Develop, evaluate, and maintain collection standards for the department including the frequency, criteria, and procedures for weeding, shelving, shelf reading, labeling, denewing, and any other regularly occurring collection maintenance work
- Recruit, train, supervise, and oversee interns and volunteers that aid in delivering adult programs
- Act as a lead to identify and grow community partnerships to increase awareness, attendance, potential sponsorships/donations, and grant opportunities that relate to departmental service points
- Curate and evaluate the library's resources for adults including online databases, emerging technologies, educational offerings, collections, refurbished computer program, and digital media equipment that respond to the needs and interests of the community
- Create and maintain flyers, handouts, and videos for the public that explain how to use various services for adults
- Coordinate with internal library departments to promote services, programs, resources, and training opportunities related to adults
- May serve as a notary
- Attend and present at professional library conferences, workshops, and network committees; read professional literature; attend and participate in staff meetings/discussions; maintain and expand knowledge of library principles, best practices, trends, and technology
- Provide friendly, efficient, and knowledgeable customer service while working with patrons at the Reference Desk and be able to refer patrons to other library departments and resources in the community when appropriate

- Provide reference, readers' advisory, and technology assistance services for adults
- Manage daily use of or booking of main floor study rooms, with a flexible approach to ensure patrons have timely use and access
- Develop, plan, present, and evaluate programs for adults that respond to the needs and interests of the community
- Create and maintain engaging displays
- Evaluate, create, and update relevant website and social media content as needed
- Organize and implement outreach efforts that increase awareness and use of the library in the community
- Stay abreast of trends in popular literature to deliver readers' advisory to patrons, create booklists, develop pathfinders, and design print and digital promotional materials for the collection
- Suggest items for purchase to the Collection Management team
- Work with Communications team to promote and market collections, services, programs, and resources for adults
- Serve on internal and/or external committees in order to identify resources and services that respond to the needs and interests of the community
- Participate in library functions and advocate on behalf of the library at community events
- Apply policies, procedures, and guidelines that govern patrons' use of and behavior in the library and ensure principles of confidentiality, equity and inclusion, and the ALA Bill of Rights are upheld
- Answer the telephone promptly and return or refer messages and emails within 24 hours
- Able to communicate key library phrases in Spanish and translate for non-Spanish speaking staff when possible
- Shelve library items efficiently, and be able to locate items on the shelves and in sorting areas
- Conduct a competent and complete search of the library catalog in order to assist patrons effectively
- Maintain a welcoming environment in public spaces through regular space checks and basic cleaning procedures
- Perform opening and closing duties as needed
- Serve as a person in charge as needed
- Perform other duties as assigned

Skills:

- Desire and ability to treat others with dignity and respect to foster a culture of inclusivity in the workplace
- Open to change and willing to accurately explain and rationalize change to staff
- Able to hold self and other accountable to high quality, timely and cost-effective results
- Able to take constructive feedback and accept responsibility for mistakes
- Able to evaluate, manage, and resolve conflicts by offering constructive suggestions and following up with staff to ensure a positive outcome
- Desire and ability to work with a diverse public and staff in an active and responsive way
- Excellent written and oral communication skills
- Able to work efficiently and independently and complete assignments with limited supervision
- Sound decision maker, able to respond appropriately in challenging situations as they arise
- Proficiency with library technologies and equipment such as computer hardware and software, operating systems and file management, email, Microsoft Office, and the internet

- Able to work well alone or in small groups
- Able to handle multiple tasks at one time
- Strong organizational skills and attention to detail
- Ability to learn job functions, perform them correctly, and understand their necessity in overall operations

Minimum Qualifications:

Education and Experience:

- Bachelor's degree; MLIS preferred
- 3 years of experience working with adults in a library setting, including 1 year in a supervisory role
- Spanish fluency a plus

Working Conditions:

- Work in an office setting and at a public service desk
- May work evening and weekend hours
- Travel required
- Able to move, lift, push, carry, and put away items that weigh 25 pounds and wheeled carts of up to 100 pounds
- Ability to work evenings and weekends as required
- The physical demands and environmental characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.