



Public Services Manager

FLSA Status: Exempt

Employee Grade 3 Department Manager

\$36,654.80 to \$45,000,

commensurate with experience

Full-Time/40 hours per week

Nappanee Public Library is looking for an energetic, detail oriented, tech savvy, and highly motivated team player for a Public Service Manager position who believes in our values of innovation and excellence. The Public Services Manager is a leader who is passionate about providing public library services which improve the quality of life for our community. The Public Services Manager is both a coach and a role model for staff in creating an environment that reflects NPL's values of serving with care, welcoming all, meeting people where they are, giving them full attention, and exceeding their expectations.

GENERAL POSITION SUMMARY

- Oversees daily operations and functions of the Public Services department according to established policies and procedures.
- Is knowledgeable of system-wide policies and practices to achieve consistent implementation across the library.
- Supervises, trains, and coaches the public services staff
- Assists the administration with developing and recommending policy and procedures, as well as communicating them to public service staff.

ESSENTIAL DUTIES/MAJOR RESPONSIBILITIES

- Manages and performs public service responsibilities.
- Implements circulation standard operating procedures and system policies.
- Assures that circulation operations, including Integrated Library System (ILS) functions, are consistent with NPL policies, procedures, philosophies, and objectives.

- Maintains routine communication and coordination with the administration.
- Reviews and approves work schedules for assigned employees to ensure adequate coverage during public service hours.
- Reviews and approves assigned staff time cards, and manages staff PTO requests.
- Interviews, hires, and completes necessary paperwork for new hires.
- Assures appropriate training of new hires.
- Conducts performance evaluations of assigned staff, writes formal evaluations, holds performance review meetings with staff, clarifies performance expectations, and initiates appropriate corrective action as required, including coaching, skill training, and development.
- Communicates effectively with staff to highlight circulation issues.
- Conduct circulation, information retrieval, technology, customer service training.
- Conducts performance evaluations of assigned staff, writes formal evaluations, reviews with staff, clarifies performance expectations, and initiates appropriate corrective action as required, including coaching, development and discipline.
- Assists bookkeeper with balances fines and fees.
- Serves as Person In Charge (PIC).
- Engages with library staff in order to gather information necessary to troubleshoot and resolve hardware, software, and training issues to ensure end-user productivity.
- Identifies, analyzes, and resolves issues and shares resolutions with staff by developing and updating existing instructional procedures for tasks.
- Participates in evaluating and supporting IT needs for staff and customers.
- Collaborates with other library management staff.
- Participates in appropriate library meetings.
- Performs basic reference and reader's advisory functions.
- Prepares regularly scheduled and as needed statistical reports.
- Attends and participates in committee meetings, workshops, and conferences.
- Leads month Frontline Staff meetings.

- Assists in the development of annual goals and in the preparation of the library's operating budget.
- Performs other duties as assigned.

KNOWLEDGE, CRITICAL SKILLS, AND ABILITIES

- Desire an ability to serve with friendliness, tact, diplomacy, and professionalism.
- Demonstrates consistent problem-solving, analytical and critical thinking skills for issue resolution, and ability to implement corrective measures.
- Excellent customer service skills.
- Accept and manage change.
- Working knowledge of the principles and practices of supervision, training, and personnel management.
- Employs management techniques effectively in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating the library's operation.
- Ability to establish and maintain cooperative working relationships with coworkers, vendors, and customers to interact with them in an effective and courteous manner.
- Ability to work as a team member to accomplish library objectives, accept and adapt to new ideas, concepts, and policies.
- Flexibility to deal with multiple and unexpected tasks simultaneously.
- Ability to effectively share knowledge by communicating clearly and concisely, both orally and in writing.
- Able to perform basic technology maintenance in a networked environment.
- Ability to work under general supervision with latitude in exercising independent judgment to maximize efficient workflow.
- Ability to maintain confidentiality and confidential information.
- Ability to adapt to a varying work schedule (days, evenings, and weekends) and the ability to travel to meetings, workshops, and conferences when required.

- Ability to physically handle books and materials; to stretch, bend, kneel, carry heavy library materials, do some light lifting regularly, and push library carts with books.

EDUCATION AND EXPERIENCE

- Must be able to obtain Indiana Librarian Certification at the Professional Assistant level LC5 (Level 5 requires 60 hours of college credit hours or associate's degree PLUS nine (9) college credit hours of library specific classes and 75 Library Educational Units every 5 years to maintain certification).
- Minimum 2 years of library experience and/or customer service work experience, working directly with the public in retail, education, community or public relations, or any high traffic customer service setting.
- Minimum 2 years work experience supervising or directing the work of others.
- Willingness to troubleshoot and solve technology issues preferred.
- Familiarity with integrated library systems (ILS) and library processes preferred.
- Must have prior work experience.

SUPERVISOR

- Library Director / Assistant Director

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.