



Public Services, Manager

Job title	<i>Public Services, Manager</i>
Reports to	<i>Sarah Palfrey, Director</i>

Job purpose

Plans, organizes and supervises public service desks for the Morgantown Public Library. Acts as liaison for public services for the Morgantown Public Library System to the leadership team. Develops, administers, and coordinates all aspects of library service to the public including circulation, reference. Performs professional and managerial duties related to circulation, reference, and outreach, and special activities.

Duties and responsibilities

- Responsible for the planning, organization, administration, review and evaluation of the work of assigned staff
- Establishes goals and objectives for public services that support the library's mission
- Prepares monthly statistics report for public services (circulation, reference, and programming)
- Coordinates and supervises service desk schedules and staff
- Contributes to the management of the adult collection (print, digital and audio materials)
- Promotes interest in the library as a community resource by visiting and speaking to civic, cultural and social organizations
- Plans and organizes special programs and events both at the library and off-site
- Hiring, mentoring and training of public services staff
- Responsible for identifying and interpreting user needs
- Promotes and supports the overall mission of the Library by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a harmonious and effective workplace environment
- Performs service desk activities such as circulation, reference, and reader's advisory
- Attends conferences, workshops, and meetings and reads professional literature to stay informed on issues related to public libraries and adult services
- Complete 3 hours of approved continuing education credits a year
- 36 hours a week, may include nights and weekends.
- Performs duties in other library areas or branches and participates in library special projects as needed or requested by the Director

Knowledge, Skills and Abilities

Knowledge: principals and practices of public library service; technology, and evaluation methods
Skills: effective communication, goal setting, and problem solving

Abilities: collaborate as part of a team, inspire others, and build community relations.

Qualifications include:

- MLIS from an ALA accredited program, or the ability to obtain an MLIS in a set period of time
- Supervisory or management experience.
- Specialized knowledge of computers, including MS Office Professional, Sierra and general search techniques
- Experience training, supervising, and evaluating staff

Physical Requirements

Applicant must be able to lift and carry books, push carts of books. Long periods of sitting or standing may be required. Reasonable accommodations can be made for this position

Supervisory Controls

Serves under the general direction of Library Director

Direct reports

All circulation staff report to the Public Services Manager

Approved by:	<i>Sarah Palfrey, Director</i>
Date approved:	<i>November 2020</i>
Reviewed:	