



Information Services Manager – Adult Services (Full-time)

Salary Range: \$57,803.20 – \$86,777.60 annually

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PURPOSE OF JOB

Under general guidance of a manager, this position is responsible for leading and supervising a team of staff at multiple levels in meeting customer information and research needs. Individuals in this position may also serve as consultants to managers and staff of other locations regarding community resources, research databases, collection management, training and other information or collection issues.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leads multiple levels of staff in completing essential duties of library operations in the area of information services, including providing customers with resources and referrals, collection management and library programming for adults. Models exceptional customer service behaviors.
2. Sets individual performance measurements for staff and holds them accountable. Responsibilities include hiring, orienting, coaching, managing and evaluating assigned team members.
3. Assists with problem solving at local and system level.
4. Assumes responsibility for the operation of the location in the absence of a manager.
5. Trains staff to perform job duties and tasks including applying and interpreting policies, procedures and best practices.
6. Trains staff on use and troubleshooting of library technologies and equipment. Updates Public Services staff on new technologies.
7. May specialize in a specific service such as collection management, training, social services, entrepreneurs/nonprofits, or Life Skills, or collection area such as children's materials.
8. Consults with Organizational Learning and Development on training needs of Public Services staff as needed.
9. Trains staff individually as needed in information services and collection management. Leads, coordinates and/or supports information services training being offered by Organizational Learning and Development.
10. Organizes and schedules team and its activities. Identifies opportunities for synergy and integration.
11. Establishes and maintains collaborations with community and social service agencies to enhance the information and referrals provided to customers and promotes library services through community outreach.

12. Assists in the delivery of services to the customer at all service points. Maintains personal skills to assure quality of service in areas of expert level reference, library collections, technology, readers' advisory, connections to community needs/resources and circulation

QUALIFICATIONS AND REQUIREMENTS

1. Master's of Library and Information Science from an ALA-accredited institution of higher learning required.
2. 3-5 years' related experience in libraries required.
3. Ability to express self effectively and concisely, both orally and in writing.
4. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.
5. Ability to effectively present in a variety of formal settings – one on one, group, peers, direct reports, etc. Command attention and manage group process.
6. Ability to operate library technology, including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
7. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 20 lbs. and the frequent lifting or pushing of up to 10 lbs.

SCHEDULE

Combination of mornings, afternoons, evenings & weekends, alternating Friday/Saturday. Sundays as assigned.