



Upper Arlington Public Library

Public Services Manager – Adult Department (Full-time)

Date Posted: March 26, 2024

Job Summary:

The Upper Arlington Public Library is seeking a strong, visionary leader with experience in change management. The manager will lead our Adult Department on an evolving journey of Library service as our organization embarks on a brand new master facilities and renovation plan. The manager must have excellent communication and organizational skills, and be able to guide and motivate department staff, planning and championing future services. Our ideal candidate will have strong leadership and management skills with a knowledge of current trends in libraries, as well as electronic and physical resources.

Essential Functions:

1. Plans, directs, implements, and evaluates the activities and objectives of the assigned public service departments.
2. Meets regularly with departmental staff one-on-one and leads meetings to set and guide individual staff and department goals; ensures effective and thorough communication; celebrates staff and department success and works through challenges. Sets priorities in light of larger organizational goals, translating this understanding into meaningful action items and objectives for department staff.
3. Interviews, schedules, trains, supervises, and evaluates department staff in conformance with established library practices. Recommends selection and hiring of staff that exemplify the behaviors and attitudes identified in the UAPL Culture Philosophy.
4. Supports cross-functional efforts as a member of the Leadership Team and with Administration, modeling collaborative behaviors to set an example for staff.
5. Determines the vision and direction for programming and services for designated community audiences to be executed by department staff and in some cases system wide.
6. Monitors and evaluates the effectiveness, efficiency, and quality of department services and workflow, leveraging formal project management practices to ensure timely completion and proper control of initiatives.
7. Evaluates and maintains department collections based on UAPL Circulation Philosophy, including identifying new collections or items for circulation for designated community audiences. Reviews and evaluates collection, supervises weeding procedures, and identifies materials in need of repair or replacement.
8. Maintains high quality direct and indirect customer service by ensuring staff provide the best experience for each library patron. Resolves patron issues involving the department that are unresolved at other staff levels.
9. Participates in establishing department policies and procedures with responsibility for interpreting those policies at the patron service level.
10. Confers with vendors as necessary regarding purchase and use of their products, as needed.
11. Keeps abreast of current trends, technology, and new professional techniques; participates in activities of professional and related organizations.
12. Ensures building compliance with ADA guidelines.
13. Conducts presentations within and outside the library promoting library materials and services. Acts as a community representative for the department.
14. May provide patron assistance; monitors and provides guidance to patrons in the use of library facilities, services, and computer equipment. Instructs patrons on the use of computer-based library catalog and computer programs.
15. Confers with community groups and organizations and/or Marketing and Community Relations to identify needs and promote use of services, programs, and facilities.
16. Serves in the capacity of "Staff-in-Charge" as assigned.
17. Follows library safety and emergency policies and procedures.

18. Reports maintenance and safety issues to supervisor and/or Facilities personnel.
19. Performs other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Demonstrated strong supervisory skills, knowledge of supervisory methods and techniques.
- Basic knowledge of literature, reference, informational and other library materials, programming, and services.
- Effective customer service and interpersonal skills, including the ability to communicate verbally and in writing in English.
- Competent in the use of Windows-based computer programs.
- Proficiency in word processing, spreadsheet, and database programs.
- Valid Ohio driver's license and proof of insurance.

Education and Experience:

- Bachelor's degree required; Master's of Library Science or Master's of Library and Information Science Degree preferred.
- Three or more years of increasingly responsible work experience in a library environment preferred.
- One or more years of management experience required.

Physical and Environmental Conditions:

- The work environment involves everyday risks or discomforts that require normal safety precautions typical of libraries and offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- The noise level in the work environment ranges from quiet to moderate.
- Considerable mobility including, but not limited to, extensive periods of walking, bending, sitting, lifting weights up to 20 pounds, and pushing full book carts.
- Manual dexterity sufficient to perform general typing and computer skills.
- Calm and focused handling of interruptions and distractions.
- Periodic intense concentration and sustained viewing of a computer monitor.
- Position requires working irregular hours, including evenings and weekends.
- Some local travel by personal automobile is required.

Hours/Schedule: Full-time; including one evening per week and one weekend per month

Compensation: \$ 67,912 – 84,864 per year. Starting salary commensurate with experience

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