Job Title: Public Services Director
FLSA Status: Exempt
Department: Administrative
Pay Range: 11
Effective Date: 07/18/2024
Reports To: Library Director

Objective of the position:
Public Services Director Position is responsible for the administration of several key areas of library operations. It provides administrative and professional assistance to the Director in the overall operation and leadership of the library and assumes all administrative functions in the Director’s absence. Responsible for day-to-day Public Service Operations of all library locations, provides strategic direction, budget oversight, program administration and supervision of the Public Service Departments. The Public Services Director works with each department in the library to provide materials and excellent customer service to the customers. Committed to the Pickerington Public Library’s Mission to “Inspiring Knowledge, Connecting Community, Enriching Our World, Reading!”

Supervisory responsibilities:

- Hiring/Firing: Assists the Library Director in the hiring and terminating of personnel.
- Training: Coordinates leadership development opportunities with the Library Director and supports Managers in arranging and supervising formal and informal training and professional development of all library staff.
- Evaluation: Personally, responsible for evaluation of Public Services Managers.
- Discipline, Counseling and Conflict Resolution: Administers all discipline and counseling of Public Services staff.

Job Summary:

- Member of the Executive Leadership Team. Works closely with the Director and Fiscal Officer to develop and integrate all ideas into clear vision for service enhancement and operational excellence.
- Ability to work with a Public Service Management team in ensuring that all activities and interactions consistently adhere to library policies and align with the library's mission and vision.
- Serves as the Chief Administrator of all library operations in the absence or unavailability of the Library Director
- Serves as Chief Administrator for all public service programming
- Provides leadership, development and supervision of managers, paraprofessional staff and support staff. Sets individual performance measurements for direct reports and holds them accountable.
• Responsibilities include coaching, managing, selecting, orienting and evaluating. Assists with problem solving.
• Ensures a standard of service that is responsive, friendly and efficient with an emphasis on treating each person with respect and dignity
• Assists in planning, implementing and evaluating library services as established by the Board of Trustees
• Plans, organizes and implements special projects as needed or determined necessary by the Library Director
• With the Library Director, prepares updates of the policy manual for the Board of Trustees approval and assists in implementation of those policies
• Ensures that new employees receive orientation and training and that all employees receive in-service and development training
• Keeps abreast of current developments in the library field by reading professional literature, participating in listservs and attending conferences, workshops, and other training
• Incorporates new developments into the library’s services
• Seeks alternative funding opportunities, such as grants and partnerships, as appropriate
• Prepares reports as requested by the Library Director, Fiscal Officer and/or Board of Trustees
• Coordinates the implementation of new services and ensures that staff is well trained on how to effectively meet the needs of customers.
• Uses an in-depth knowledge of library automation systems, current best practices and marketplace issues to assist in the selection of products and development of contracts with vendors
• Assists in determining direction of automation and Internet services, including digital projects
• Utilizes computer applications and Library equipment, maintains current knowledge of system wide and location specific procedures, processes, policies and operations. Utilizes e-mail, voicemail and other Library technology to maintain open channels of communication.
• With the Library Director, Managers of Adult and Youth Services oversees the direction and scope of the collection
• With the Library Director, develops library’s tactical plan for each year with department managers
• Leads and participates in system wide task forces and committees, directs work groups, monitors assignments and their completion and works with all levels of staff, assuring alignment with strategic plan.
• Performs additional duties as assigned including serving on task forces, committees, etc.
• Participates in Central Library Consortium at appropriate level
• Supports community engagement through involvement in community organization participation (i.e. lions, Chamber, FCFC).
• Represents the library at public meetings, upon request
• Assists in public service areas as needed
Essential functions:

- Ability and skill in managing professional staff, paraprofessional and support staff
- Ability to plan, analyze and structure work duties and assignments to provide an efficient and effective work routine
- Demonstrates adaptability to library needs
- Ability to exercise good judgment in work performance
- Skill in Microsoft Office applications
- Ability to engage with staff, personnel from other libraries, vendors, library administrators, and customers in a courteous and thoughtful manner.
- Ability to effectively communicate both verbally and in writing
- Ability to think, act and solve problems creatively
- Ability to stand and/or sit for long periods of time
- Ability to lift or push heavy objects such as boxes of books and loaded book carts
- Ability to pay attention to detail
- Assists in the development of business metrics, performance measurement and goal setting
- Ability to meet the physical demands listed
- Ability to work a flexible schedule including evenings and weekends

Position Requirements:

- MLS (MLIS) from an American Library Association accredited school
- Five years of progressively responsible professional library experience
- Proven management and supervisory skills
- Experience in human resource management, including training, development and conflict resolution
- Knowledge of modern principles and practices of library services and management
- Excellent written and verbal communication skills
- Competency in the use of current computer hardware and software
- Maintains professional, businesslike behavior and appearance
- Willingness to participate in a small amount of local, state and national travel
- Demonstrated commitment to serving library customers and residents of the community

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk, sit, use hands to finger, handle or feel objects, tools or controls. The employee is frequently required to reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, and talk and hear. The employee must be able to lift up to 20 pounds and push a 50-pound cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Environmental factors: indoor/outdoor-offsite
**Working conditions:** Library operating/non-operating hours including nights and weekends.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager: ____________________________________________

HR: ________________________________________________

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee ____________________________ Date ________________