This Job Description identifies the major responsibilities of this job.

▪▪ **I. PURPOSE**

The purpose of this position is to lead the daily operations and oversee the delivery of all public services for the Rawlings Library branch including youth and adult services, local history and genealogy, museum services, makerspace, meeting room use, and community outreach. This position has responsibility for the

achievement of Rawlings Library key results including material circulation, library visits, program attendance, and use of digital and online resources. The position also oversees the district-wide development and implementation of policies and procedures to ensure outstanding library customer experience.

▪▪ **II. RELATIONSHIPS**

This position manages the efforts of the Rawlings Library public services managers and other public service staff in that facility on a daily basis in achieving library service goals and key results. The position reports to the Associate Director of Public Services. This position has frequent contact with the public, public service staff, and overall responsibility for customer service and enforcement of public service policies and procedures at the Rawlings Library. The position provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

 ▪▪ **III. PRIMARY DUTIES AND RESPONSIBILITIES**

* Oversees the operations in the Rawlings library and supervises the Manager of Experiential Learning, Manager of User Services, and Manager of Local History and Genealogy departments.
* Leads developing and implementing plans, objectives, and operating budgets for the public service departments at Rawlings Library.
* Exercises oversight of delivery of public services at the Rawlings Library, including use of space, collections, and delivery of events and programs, and ensures seamless provision of services.
* Supports the development and implementation of district-wide policies and procedures to ensure effective library customer service, including outstanding reference, reader’s advisory, and other interactions to ensure library customer experience is pleasant and productive.
* Creates Sunday schedules and training for district employees.
* Administers district-wide Public Notary Program.
* Oversees Rawlings Person-In-Charge (PIC) scheduling, as well as training and quarterly meetings for district PICs.
* Conducts weekly Rawlings library cash reconciliation.
* Facilitates building tours and coordinates with Rawlings departments to lead tours.
* Coordinates VITA program in partnership with United Way.
* Oversight for all ADA services and workstations and regularly attends the Pueblo ADA Advisory Board meetings
* Serves as liaison and provides support to the vendor operating the Pueblo Library café at the Rawlings Library.

Responsibilities Include:

* Maintains clear communication with café management and staff about library updates, events and operational changes that impact café service.
* Manages café requests for assistance from library public services teams and support teams to include Community Relations, Finance, Facilities, Information Technology and Security.
* Monitors the overall quality of café services provided for library patrons and visitors and works to address needed adjustments with library administration and the café vendor accordingly.
* The café is owned by the library district and is a key amenity provided to the public and should be monitored by library leadership.
* Works with appropriate teams and the café management/staff to address patron issues and needs related to the café.
* Investigates new trends in library programs and services, techniques, materials and equipment, and participates in developing recommendations for objectives.
* Tracks and analyzes operational data and statistics; monitors library key results and drives strategies for improvement
* Creates financial, statistical and narrative monthly reports on pertinent operations; makes presentations to staff, the Board of Trustees and other groups. Compiles monthly reports from Rawlings managers for submission to the Board of Trustees.
* Provides customer service aligned with PCCLD practices and oversees staff methods for interpreting and applying the Customer Code of Conduct, techniques to reduce tension in escalated situations, and responding to incidents to include enforcing policy, working with first responders, overseeing PCCLD customer suspensions, and other related activities.
* Coordinates in conjunction with Community Relations the delivery of public programs, exhibits and events; with Human Resources to recruit, hire, and evaluate designated staff; with the Finance Office to assist in formulating and managing designated budgets; with Facilities to identify and resolve building issues; with Information Technology to assist in planning and managing designated technology resources; with Technical Services and Collection Development to ensure appropriate collections to meet user needs; and with branches to ensure effective delivery of services and safe operating conditions.
* Receives and responds to suggestions from the public and resolves complaints and problems.
* Represents the Pueblo City-County Library District to appropriate community, state, and professional organizations
* Manages special projects and performs other duties as instructed and assigned.
* Leads team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.
* Daily meets with Rawlings Managers, PCCLD administrators, and security staff; interacts with staff throughout the District periodically, attends All Staff Development Days, and other training sessions as required to stay informed and current on changes to library policies and procedures and information pertinent to PCCLD.
* Reads daily organizational communications from intranet, e-mail, newsletters, telecommunications and print. Stays informed on all Library events throughout the District. Regularly accesses electronic timekeeping system, personnel and payroll database and on-line work request system.

▪▪ **IV. QUALIFICATIONS**

**Education and Experience**:   Master’s Degree in Library Science from an ALA-accredited university is required and a minimum of three years of related professional library experience including one year of supervisory management experience.

**Skills and Abilities:**

* Excellent interpersonal communication skills, including the ability to influence, negotiate, motivate and lead others
* Exceptional ability to communicate effectively with all levels of staff, resolve issues and explain policies
* Proven managerial/supervisory skills
* Good analytical problem solving skills and ability to use independent judgment within procedural boundaries and work effectively in group/team environments
* Ability to be flexible and work under changing conditions
* Considerable knowledge of books, authors, and non-book print, video, audio and online resources and technology
* Thorough knowledge of public library systems, policies, trends, and best practices; ability to perform complex work and follow tasks through to completion; ability to use independent judgment within procedural boundaries and work effectively in group/team environments; and ability to be flexible and work under changing conditions.
* Strong organizational and analytical skills with the ability to create statistical reports; develop and manage budgets.

**Other Requirements**: Applicants must pass a criminal background investigation. Must have good driving record, current Colorado Driver’s License and automobile insurance.

Equal Opportunity Employer.