The position description identifies the major responsibilities of this job.

**POSITION PURPOSE**

The purpose of the Manager of Adult Services within the department of User Services is to promote engagement and increase circulation, visits, program attendance and digital resource use for all adults. This position works within the User Services Department to provide district-wide leadership in the planning and implementation of adult related programs and services.

**RELATIONSHIPS**

The Manager of Adult Services reports to the Manager II of Rawlings Library. This position works as a team member in the User Services department and supervises a team of librarians, para-professionals, support staff and volunteers, and leads adult services staff in accomplishing District initiatives.

The position works closely with all District departments as well as outside organizations to build relationships that support and enhance library services and programs responsive to community needs. The position networks with outside professionals to stay current on relevant industry trends, provides hands-on department management, works directly with customers, resolves issues, coordinates with security staff and first responders. The position provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

**PRIMARY DUTIES AND RESPONSIBILITIES**

Directs daily operations for adult library services in the department of User Services at the Rawlings library, including providing direct public service, supervision, and staff development.

Participates in development of budget and goals for adult services. Monitors performance against budget and goals, and produces narrative and statistical reports. Leads staff in achieving assigned objectives.

Acts as a liaison between the library district and community groups and organizations, and seeks to match department programs and activities with community interests and needs; attends community meetings to stimulate interest in the library district.

Leads library services including readers advisory services, user library automation systems for customer and item related tasks, and assists customers in using library materials.

Provides oversight for the *Ask Us* inquiries received in the library.

Oversees providing tours of the public library.

Directs adult services programming including the adult literacy program, the homebound program, PCCLD’s Winter of Reading, technology program support, reference, monthly themes, and other adult related programs. Supports efforts to develop and expand community partnerships, services, and district collaboration.

Conducts ongoing needs assessments to expand adult programs and introduces new initiatives.

Identifies and applies for grant funding, completes grant applications and maintains grant reporting.

Partners with Community Relations to lead the Rawlings library program support for the *All Pueblo Reads* program.

Manages the Doris Kester Nonprofit Resource Center by making recommendations for database and collection development, working with Community Relations to keep webpage updated, attending quarterly Candid Funding Information Network meetings, coordinating outreach to local business and nonprofit groups, facilitating training for individuals or nonprofits seeking grants through the Foundation Directory Online, and training staff on available nonprofit resources.

Drives strategic community outreach and support for economic and workforce development.

Researches and maintains program statistics and creates reports and presentations.

Oversees volunteers within adult services including placement, training and tracking time and assignments.

Works closely with community partners to improve access, services and resources to the Pueblo community.

Provides leadership, guidance and training to employees in the adult services team.

Oversees and provides excellent customer service and acts as role model for library staff, presents a courteous, positive image of the library.

Holds regular team meetings to ensure clear communication on pertinent library district information and directives. Encourages staff participation, collaboration and engagement. Handles employee relations issues, complaints and performance improvements in partnership with Human Resources.

Supervises adult services employees, sets individual job objectives, creates and maintains work schedules, leads team and individuals toward key results, conducts individual performance meetings and maintains performance documentation.

Oversees customer service delivery within library adult services. Ensures staff training on customer service policies and procedures, and consistent adherence to accepted practices and standards. Helps resolve escalated customer service issues.

Solicits, plans and directs public cultural and educational programs and events on behalf of Rawlings library adult services.

Works with the Community Relations department on marketing, publicity and partnership initiatives for adult services and programs.

Works with Collection Development team to maintain collections of library books and collection items, including the weeding process.

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. Responds to safety and security incidents, issues suspensions, and calls first responders, as needed.

Leads regular team meetings, attends All Staff Development Days, and other training programs as required to stay informed and current on library district policies and procedures and information pertinent to PCCLD.

Reads daily organizational communications from intranet, e-mail, newsletters, telecommunications and print. Stays informed on programs throughout the District.

Regularly accesses electronic timekeeping system, personnel and payroll database and on-line work request system.

**OTHER DUTIES AND RESPONSIBILITIES**

Regularly assigned to the role of Person in Charge for the Rawlings Library including oversight of safety and building security; works with the security guard on duty.

Leads or serves on District committees and special project initiatives.

Performs other duties as assigned.

**QUALIFICATIONS**

**Education and Experience:** A Master’s Degree in Library Science from a college or university accredited by the American Library Association is required. A minimum of two years professional library experience is required. Supervisory experience is preferred.

**Skills and Abilities:**

* Leadership skills including the ability to plan and implement library programs and influence others.
* Knowledge of professional library principles, methods and practices and current trends in public libraries.
* Excellent communication skills necessary to establish and maintain good working relationships with library staff, customers and partnering organizations; able to communicate well with people of all ages, demographics, ethnic backgrounds and ability levels.
* Problem solving skills with the ability to de-escalate difficult situations.
* Supervisory skills including the ability to train, manage performance
* Ability to lead through and manage change.
* Strong computer skills with the ability to quickly learn and use a variety of computer equipment /programs, digital devices, library e-resources and new technologies.
* Proficiency in conducting complex reference interviews, analyzing requests and applying research skills to locate specialized information or provide customers with alternative sources.
* Expertise in providing efficient, courteous public service and present a positive image of the library in attitude, appearance, and performance of duties.
* Proficient in applying policies and using independent judgment within policy boundaries.
* Ability to function under flexible and changing conditions.

**Physical Requirements:**  Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements**: Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.

Equal Opportunity Employer.