

## Spokane County Library District

**CLASSIFICATION: E16****POSITION TITLE:**

Adult Services Manager

**GENERAL PURPOSE:**

Plans, coordinates, organizes, supervises and executes District-wide adult services and programs.

**POSITION SUMMARY:**

Under the general direction of Branch Services managers, performs professional managerial and supervisory work necessary to plan, coordinate, and execute a comprehensive program of in-library and external library services for adults that meets current and future needs and interests. Supervises Lead librarians who are responsible for day-to-day information services provision in each resource library. Collaborates with Youth Services managers to allocate staff resources and to coordinate programs and services. Provides input to Collection Services staff on collection development and maintenance. May serve as manager-in-charge in the absence of the Branch Services Manager.

**ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Plans, develops, and executes District-wide adult services; ensures timely and consistent delivery within each administrative region. May provide direct service to customers in reference or readers' advising, programming and instruction.

Represents the District in identified community organizations. Coordinates and promotes library services through community-based outreach including service to adult facilities, homebound customers and other community service centers.

Works collaboratively with the Youth Services managers to ensure appropriate allocation of resources. Provides regular input to Collection Services Manager and staff on collection development and maintenance.

Interviews, hires, trains, schedules, supervises and evaluates one Lead Librarian in each region. Oversees the conduct of day-to-day adult information services provision in each resource library. Ensures Lead librarians follow established service provision guidelines when scheduling information staff. Coaches, counsels and recommends disciplinary action as needed.

Oversees collection development and maintenance tasks for the District adult collection. Reviews and evaluates collection materials for accessibility, format, content, appearance, popularity and community interest. Exercises professional judgment to recommend new purchases, and/ or replacement of adult collection materials to address identified demand.

Monitors adult website content, including web booklists, Web Picks and event calendar postings; evaluates and recommends databases. May serve on the District Web Team representing branch services.

Provides information and training to staff members on library policies and procedures, goals and objectives, as well as technologies and methodologies designed to enhance service, programs and activities.

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

Recommends budget for programming expenses and monitors expenditures.

Attends work on a regular and dependable basis.

Hears, sees, speaks, and listens to individuals in order to successfully interact with staff and the public.

May perform repetitive motion using arms and wrists and knees, bending, stooping stretching and lifting, and standing for long periods of time.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

**OTHER JOB FUNCTIONS:**

Performs other tasks as assigned.

**SELECTION FACTORS:**

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

**Knowledge of:**

- Library resources, programs, and services in a public library;
- Principles and practices of supervision, organizational development, and leadership management;
- Principles and practices of quality customer service;
- Fundamental principles and practices of collection development for all formats including electronic, readers' advisory, reference and programming for adults;
- Principles of intellectual freedom and open access;
- Computer systems and associated software, integrated library systems, the Internet and web resources.

**Ability to:**

- Provide quality customer service;
- Demonstrate leadership qualities;
- Communicate effectively both orally and in writing;
- Work effectively with co-workers and other District staff members in a cooperative and respectful manner;
- Organize, implement, evaluate, and modify programs of library services;
- Plan and direct the activities of library personnel in a manner which will effectively deliver services;
- Use computer systems, monitor, keyboard and mouse and various software programs; understand and use web resources;
- Use initiative, problem solving skills, and judgment;
- Manage detail, recognize and set priorities, meet deadlines, work accurately, and maintain confidentiality;
- Make effective presentations to schools, civic, and community groups;
- Read materials in print and electronic format;
- Lift office supplies, books, and other materials, weighing up to 40 pounds;
- Transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

**MINIMUM QUALIFICATIONS:**

Persons applying for a position of this class should have:

M.L.S. or equivalent and the Professional Librarian's Certificate issued by the Washington State Library (or its predecessor) as required by RCW 27.04.055, which must be presented by the date of appointment.

Five years recent professional level library experience in adult services with at least two years recent experience in program and service planning, development, and execution, and two years recent supervisory experience. Public library experience in adult programs and services preferred. Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Working knowledge of creating web documents and using web applications. Read and use English and understand numbers; OR any equivalent combination of education, training, or experience that assures satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

**TOOLS AND EQUIPMENT USED:**

Personal computer, including keyboard, mouse, and computer terminal with associated office software, including scheduling software, telephone, fax and copy machine and other standard office equipment.

May use common off the shelf products to clean or sanitize library materials or surfaces as necessary.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office/library environment while sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity in order to successfully interact with customers and co-workers. Occasional periods of pulling/pushing items, and/or lifting/carrying items up to 40 pounds, reaching with hands and arms, stooping, bending or kneeling are encountered. Vision requirements include close vision and ability to adjust focus. Customer interactions, and/or ongoing activity levels may result in low to moderate stress. The noise level is usually moderate. May be exposed to dust, fumes, and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences is required.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

FLSA Classification: Exempt

Salary Range: E16

Revised: 12/01/09; 07/01/11