

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Public Services Manager		
Reports to	Operations Director	Supervises	Librarian
FLSA/WMWA Status	Not eligible for overtime	Remote Work Status	Eligible for remote work
Revision Date	March 2025	Compensation Band	MP5
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check WA State Professional Librarian Certificate		

Job Overview
As a Division manager of the Public Services department, develops, implements, and oversees District-wide library programs and services that respond to community needs and align with the District's mission, vision, and strategic plan.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have a Masters Degree in Library & Information Science (or equivalent), with five years of professional-level library experience, with two years of supervisory experience, as well as experience in strategic partnership development and library service planning, development, and execution.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Find and use resources to provide requested information
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Library services and resources
	Maintain confidentiality of information
	Model behavior for high levels of service
	Organize, implement, evaluate, and modify library service programs
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Dewey Decimal system of classification
	Establishing and maintaining successful team relationships
	Fundamental principles and practices of library programs and resources
	Microsoft Office and other software applications
	Principles and practices of supervision, organizational development, and leadership management
	Principles of intellectual freedom and open access
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed are intended only as illustrations of the 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.

Coordinates, plans, implements, and evaluates a comprehensive program of library services to be provided at District facilities and partner sites that are responsive to identified community needs and align with strategic goals and objectives; trains staff to conduct or implement programs; ensures timely and consistent delivery of programs and services.

Coordinates and develops effective partnerships with local civic organizations, businesses, schools, and other community groups that leverage District programs and services to meet community goals; represents the District to identified community organizations.

Manages projects and develops implementation plans for approved service initiatives.

Collaborates with the Operations Director, other Public Services Managers, Customer Service Manager, Information Technology (IT) Manager, and Operations Manager to allocate staff resources and to coordinate programs and services.

Act as liaison with other divisions and departments such as IT, Collection Services and Communication to provide resources and services for library customers.

Provides estimates and forecasts of library services needs to assist in long- and short-range planning; identifies trends in customer use of library services, website, and collection; adjusts resources to meet changing community needs.

Evaluates emerging trends, services and products and recommends potential integration into library services in-library, out of the library and online, incorporating the needs of the community.

Recommends budget for programming and service expenses and monitors expenditures. Assists in developing and administering the annual budget for library services, including personnel, furnishings, equipment, and supplies. May apply for grants to fund District and/or local initiatives; monitors grant expenditures and submits required reports.

Acts as liaison with other Public Services Managers and the Digital Services Manager to provide regular updates to Library Supervisors, Library Managers, and other frontline staff regarding proposed or ongoing programs, services, and activities that may impact library programs and service delivery.

Gathers and analyzes data for various internal reports concerning library service and program activity; recommends allocation of staff and other resources based on analysis.

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

Plans, coordinates, and evaluates online programs and initiatives, including service-related content, resources, and experiences; promotes reading and use of digital resources for all ages via the District's online presence. Coordinates and approves roles, permissions, and work-flow structures to allow appropriate staff to contribute new web content and/or add, change, schedule or delete existing web content. Monitors online services to ensure consistency with District standards.

Evaluates, monitors, and recommends databases, learning tools, and other products and services. Assists in selecting vendors, developing service agreements, and managing vendor projects in identified strategic service priority.

Participates in District-wide work groups such as the Editorial Board, and Web Team, and is responsible for project management related to group work.

Assists in developing and implementing District-wide policies, procedures, operations, and services.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

In addition, this position may:

- Respond to customer inquiries regarding library services and operations.
- Clean & disinfect common and shared work areas.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Supervisory Responsibilities

The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

Work Environment

Work is performed in a library or shared workspace environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.