



Wilmette Public Library

**Wilmette Public Library
Job Description**

Position:	ADULT SERVICES MANGER
Type:	Full-time
Classification:	Exempt
Reports to:	Assistant Director
Pay Grade:	31
Updated:	01-04-2023

POSITION SUMMARY

Reporting to the Assistant Director, the Adult Services Manager leads the current and future development of the library's services and collections for teens and adults. This position is responsible for managing the day-to-day operations of the department, ensuring that initiatives are on target to support the overall mission of the library and strategic plan. The Adult Services Manager will also direct the efforts and support the development of department staff, while ensuring the department's resources, programs, and services meet the standards of the library as well as the needs of the community.

ESSENTIAL RESPONSIBILITIES

- Manage overall operations of department: set team direction and department objectives in alignment with library's strategic goals. Set departmental goals and duties, and review and modify departmental practices and procedures to ensure that services meet the needs of the community.
- Provide relevant training to current staff and new hires, and provide constructive feedback and professional development recommendations to staff as needed. Conduct regular performance appraisals. Work with Human Resources on any performance improvement plans or corrective action measures as needed.
- Manage the department budget and ensure that expenses stay within the framework of the budget that supports the overall fiscal goals of the library.
- Review, investigate, and resolve escalated customer service and patron-related issues within the department.
- Manage and review selection and development of department collections, resources and programming to ensure they are current, relevant, and meet community needs.

Adult Services Manager

- As a member of the Leadership Team, attend all relevant meetings and serve as a liaison with all departments to support inter-departmental projects and tasks. Ensure that staff is appropriately updated on relevant information.
- Serve as library's Person-in-Charge (PIC) as needed.
- Ensure that shifts and scheduling needs are met. Work with the Assistant Director to determine departmental staffing needs, and assist with the recruitment process including interviewing and recommending selection of appropriate personnel.
- Provides advisory and research assistance to all patrons. Ensures that staff is trained in delivering the highest quality of service in these areas.
- Proactively seek out, recommend, and implement improvements and innovations in the areas of adult services.
- Participate in associated professional organizations, conferences, and training.
- Network and collaborate with community partners and vendors as needed.
- Manages department reporting including statistics and data analytics.
- Keep current on department and library news and events by checking work email.
- May coordinate and participate on library committees as assigned.
- Understand and enforce the libraries policies and procedures while safeguarding confidential and restricted information.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong relationships with colleagues and community members.
 - anticipate and creatively solve problems with a flexible mindset.
 - positively adjust to change.
 - think strategically about the library's role providing adult services to the community
 - gather, analyze, and use meaningful data in decision-making processes.
 - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff.
 - coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills.
 - work independently while also flexible to work in a team setting.
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Understanding of, and commitment to library values and ethics (ex. confidentiality/privacy, intellectual freedom).
- Demonstrated ability to use sound judgment in applying the principles of librarianship in a customer driven manner.
- Extensive knowledge of adult and young adult literature. Maintains up-to-date knowledge on collections, programs and technology provided by Adult Services.
- Ability to demonstrate exceptional customer service experience.
- Ability to provide interpretation and explanation of information sources, and to provide instruction in the use of resources both one-on-one and to groups, if necessary.
- Ability to demonstrate broad practical experience with integrated library systems software and subscription databases.
- Ability to use library technology, and trouble shoot any technology-related issues.

Adult Services Manager

- Ability to demonstrate excellent communication skills both verbal and written.
- Ability to demonstrate excellent organizational skills and attention to detail.
- Demonstrate awareness of library resources, practices, policies, and procedures.

QUALIFICATIONS

- Masters of Library Science from an ALA-accredited library school required.
- 2 or more years of public library or related experience.
- 1 or more years of library supervisory or leadership experience.
- Exceptional customer service skills required.
- Proven project management experience.
- Schedule includes daytime, evening, and weekend hours.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
 - Occasionally required to bend, stoop, kneel, and crouch.
 - Physical ability to sit for extended periods of time.
 - Ability to lift and carry items up to 20 pounds.
 - Ability to perform repetitive hand motions for extended periods of time.
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ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date