



Public Services Manager

Nature of Work

The Public Services Department serves as the Library's principal information gateway. The department assists patrons to explore, discover and connect with the Library's wide range of resources. The Public Services Manager will have supervision of reference and circulation services and will work to ensure excellent customer service for all library patrons. Duties will involve overseeing circulation policy and procedure, the training and supervision of all Public Services staff, and the management of the Training Center.

Organizational Status

The Public Services Manager reports to the Operations Manager.

Essential Functions and Responsibilities

- Cooperates as a team member to fulfill the library's following mission: "To provide to all those who live, work, own a business, or attend school in Morgan County, Alabama, access to resources to fulfill their informational, educational, cultural, recreational needs, and interests."
- Requires the ability to lead effectively, manage personnel, and cooperate with fellow staff members as well as the administrative team.
- Supervises, trains, schedules, and evaluates the personnel in the Public Services Department.
- Understands and is able to perform all jobs related to public services, including but not limited to: customer service, circulation, reference, reader's advisory, and computer assistance.
- Provides instruction and assistance to patrons on the use of library services, independently and in a classroom setting
- Develops, coordinates, evaluates, and implements circulation policies and procedures as well as resolves operational and procedural problems in cooperation with the Operations Manager.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team member.

Knowledge, Skills, Abilities

- Ability to work well with the general public, patrons, volunteers, community agencies, and other members of the Library staff.
- Possess the temperament and good judgement to effectively deal with the public and/or Library employees and volunteers, some of whom may be irate or unreasonable, both by phone and personal contact.
- Possess the skills to lead, supervise, and direct the work of subordinates.
- Ability to learn and operate various computer software programs in a proficient manner.
- Ability to organize and prioritize the duties of the position and efficiently complete the responsibilities of the job.
- Possess the physical and mental ability to work independently to the extent appropriate to the position with initiative and judgement.
- Ability to analyze and to creatively solve problems related to the position.
- Ability to communicate effectively, both orally and in writing.



- Ability to work evenings and weekends as needed.
- Ability to comprehend, interpret, follow, and implement the Library's policies and procedures.
- Possess a reputation of honesty, integrity, and reliability.

Additional Examples of Work Performed

- Participates in special projects and performs additional duties as assigned.

Minimum Education, Training, and Experience Required

College degree or some college coursework is preferred.

Supervisory experience preferred.

Working Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of office environments. The employee may occasionally be exposed to chemicals used in common cleaning products. The person in this position will also have occasional exposure to the outside and limited exposure to adverse weather conditions. The employee may interact with upset staff and/or members of the public.

Physical Requirements

Must possess the ability to sit, stand, stoop, stretch, climb, lift, reach, carry, and transport library materials and equipment from shelves and storage locations generally not exceeding 40 pounds. Must possess the ability to carry materials and equipment generally not exceeding 40 pounds over uneven surfaces and stairs. Ability to push carts loaded with library materials. Must possess the vision required to read printed materials and a computer screen. Must possess the ability to hear and speak with others both in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard. Work also requires occasional walking, standing, bending, and climbing stairs.

Necessary Special Requirements

Valid driver's license in the state of Alabama, a good driving record, and eligibility for the Library's automobile insurance coverage.

Hours/Salary Range

This position is full-time: 40 hours per week at \$13.00 per hour. Work includes day, as well as evening and weekend work. This position is classified as Non-Exempt for the purposes of the Fair Labor Standards Act.



Benefits

- Decatur Public Library offers a benefits package which includes paid vacation, sick leave, and holidays.
- Group medical/dental insurance and life insurance are available to staff employed 30+ hours per week.
- Participation in Retirement Systems of Alabama is compulsory for all employees.

Note:

This job description describes the nature and level of assignments normally given in this position. It is not an exhaustive list of duties. Employees may be expected to perform additional duties which are not specific to their area and are not reflected in this description.

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