Auburn Public Library

Job Title: Department Manager, Adult & Reference Services
Reports to: Library Director
Date Updated: May 2024

Classification: Exempt from overtime and/or compensatory time provisions of the Fair Labor Standards Act FLSA).

Summary
Performs responsible supervisory, administrative, and professional work in planning, organizing, and coordinating adult and reference services, including programs and activities, and manages a portion of the adult collection development for the library. Performs all other related work as required.

Essential Functions
(The essential functions or duties listed below 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.)

Management
● Works to achieve results consistent with Auburn Public Library mission statement and administrative goals and objectives.
● Plans, coordinates, and supervises department activities and workflows to ensure efficient, cost effective, and timely accomplishment of objectives.
● Communicates productively on all departmental functions as necessary to other individuals or groups.
● Models and insists on excellent customer service attitudes and behaviors.
● Supervises departmental personnel.
● Shows initiative in identifying departmental and organizational issues and areas for improvement and helps to develop solutions.
● Initiates and implements new services and programs.
● Oversees departmental resources including budgets, materials, space, and equipment.
● Manages and analyzes departmental performance and makes data driven decisions wherever possible.
● Pursues appropriate staff development opportunities for self and staff in collaboration with the Director.
● Actively represents the Library in the community by forming and implementing strategies to advance the Library’s standing in the community and its ability to attract resources.
Reference Services

- Creates a welcoming environment on the Library’s second floor and oversees, coordinates, promotes, and delivers efficient and effective information, reference, and programming services to adults and teens.
- Provides reference services at the Reference Desk. Answers reference questions from customers and assists them in finding resources to fulfill their information needs using the online catalog, electronic databases, the Internet, and other resources.
- Evaluates and purchases physical materials for adult collections, including nonfiction books and nonfiction/documentary DVDs.
- Maintains and weeds nonfiction collection; makes decisions regarding repair or replacement of damaged items.
- Provides scheduled one-on-one instruction to customers on computers, digital collections, and other technology such as E-Readers; troubleshoots computer and equipment problems for staff and customers, in person, by phone, or electronically.
- Provides information to customers on library policies, services, activities, facilities, and regulations.
- Collaborates effectively in the community to identify potential partners and enhance the presence of the Library.
- Attends regular librarian and staff meetings.
- Maintains involvement in professional organizations and attends professional meetings and seminars to stay abreast of current trends in library services.
- Promotes ongoing professional development for all staff.
- Continually promotes services; works in collaboration with the Development & Communications Director to ensure helpful, attractive signage, timely updating of all electronic and print communication, media relations, in house promotion, presentations, etc.

Minimum Qualifications (Training, Education, Experience)

- Bachelor’s Degree or equivalent experience in a library setting.
- Two years supervisory experience, Adult or Reference Services preferred.
- Demonstrated competence in technologies used by libraries.
- Preference will be given to applicants with customer service skills.

Knowledge, Ability, Skill

Knowledge: Thorough working knowledge of library principles and procedures. Working knowledge of automated library systems, including automated acquisition systems. Thorough working knowledge of all major reference tools, print, non-print and online and research and interviewing techniques. Knowledge of standard concepts, practices, and procedures.

Ability: Ability to deal effectively with the public in a courteous and tactful manner. Ability to establish and maintain good working relationships with other library staff and volunteers. Ability to use online database searches, word processing, and spreadsheets. Ability to prioritize multiple tasks and work independently. Ability to enforce library policies fairly and tactfully. Ability to communicate effectively verbally and in writing.
**Skill:** Excellent customer service and problem-solving skills. Excellent supervisory, planning, and organizational skills. Excellent oral and written communication skills. Proficient computer and interpersonal skills and some troubleshooting skills.

**Supervision**

**Received:** Works under the direction of the Library Director.

**Exercised:** Supervises Teen Librarian, Reference Associates and some volunteers.

**Responsibility:** Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

**Job Environment**

- Work is performed under typical office and library conditions; the noise level is moderate; occasionally may be required to work outside of normal business hours.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- The employee has access to department-related confidential information, including library customer records.
- Has frequent contact with the general public, other libraries, coworkers, town organizations, vendors, and professional organizations.
- Errors could cause a reduction in the level of library service and have legal and/or financial repercussions for the library.

**Physical Requirements**

*(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

This position is frequently required to sit, communicate, or hear and walk; must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 25 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

**This 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.**

*Equal Opportunity/Americans with Disabilities Act Employer*