

**Email letter of application and resume to hireme@waterloopubliclibrary.org.
Applications will be accepted until midnight January 25, 2019.**

WATERLOO PUBLIC LIBRARY

Title: Adult Services Manager
Department: Adult Services
Reports to: Library Director

GENERAL STATEMENT OF DUTIES

Responsible and accountable for supervising, planning, implementing and managing the operations of Adult Services including but not limited to: supervising reference staff, including the use of adult public computers; selecting all materials; maintaining the collections; providing effective information services in person, by telephone, mail and electronically; providing for adult programming in and out of the library. Performs other related duties as required.

KEY RESPONSIBILITIES

1. Plan, organize and manage the work of Adult Services and Programming.
2. Maintain the collection in the Adult Services area by selecting and ordering new materials in print and non-print formats; withdraw and replace worn and/or outdated materials; assure the collection is useful and balanced for active community use.
3. Train, supervise, schedule and evaluate Adult Services staff.
4. Interpret library policies to staff and patrons.
5. Plan for, and present, adult programs and exhibits within the Library; work with the Library Marketing Department for promotional materials for activities in the department, including news releases.
6. Continuously review and revise procedures for departmental activities; establish goals and measures for ongoing evaluation of library services.
7. Conduct library tours as requested.
8. Provide reference and readers' advisory services to adults.
9. Represent the library in community organization/agency library cooperative projects.
10. Prepare and administer grant applications for projects that enhance the adult services program.
11. Keep statistics and prepare monthly and quarterly reports as necessary.
12. Participate in the planning for library services, budgeting process and other activities through cooperation with all Library Management.
13. Continually work to identify ways to increase community awareness of, and access to, library materials and services, and lead the library's social marketing efforts.

KNOWLEDGE, SKILLS AND ABILITIES

1. Considerable knowledge of the mission, purpose and policies of the library; considerable knowledge of good customer service principles with an ability to deal pleasantly and effectively with both the

public and library staff, as well as establish and maintain effective working relationships with employees and the general public.

2. Ability to supervise employees and volunteers at all levels of expertise.
3. Ability to communicate effectively, orally and in writing.
4. Ability to exercise independent judgment and use resourcefulness and tact in solving problems.
5. Demonstrated ability to follow a management philosophy that is input oriented and values problem solving and the development of partnerships.
6. Demonstrated ability to work effectively as a member of a team.
7. A desire to be part of an organization that values service, people, integrity, responsibility, innovation and teamwork.
8. Must have working knowledge and skill in the use of word processing, spreadsheet software applications, web searching, social media, electronic resource such as eReaders, and basic computer troubleshooting.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in Library and Information Science from an ALA accredited school; at least five years of professional level library work experience. Some supervisory experience in adult reference services in a public library.

OTHER INFORMATION

Variable hours; some Saturday, Sunday and evening work required.

SALARY

\$63,000-\$68,000 annualized