

Yakima Valley Libraries Public Services Manager FLSA: Exempt Professional

Job Purpose and Summary

The Public Services Manager will have primary responsibility for procedures, policy, and training for Yakima Valley Libraries (YVL). The Public Services Manager will collaborate with all YVL locations to assure seamless library services by reviewing, overseeing, and implementing training, procedures, and policies. The Public Services Manager will also oversee the substitutes as well as help coordinate technology and facilities projects that pertain to public services.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

Administration:

- Provides leadership and vision for YVL's training and procedures as well as provide extraordinary customer service experiences to internal and external stakeholders
- Responsible for hiring, supervising, mentoring, problem-solving, and goal setting for employees within the department. Plans initiatives for the department that align with the Libraries' strategic plan
- Develops and manages departmental budget(s) and reports
- Collaborates with Libraries' public services staff to achieve departmental and Libraries' goals
- Ensures that all public service staff are trained as well as develops and implements yearly training plans for public service staff at YVL
- Plans, assigns, organizes, and monitors work while coordinating multiple service areas
- Evaluates and recommends updates to library policies in collaboration with the Public Library Services Director and Policy and Procedure Committee
- Develops, evaluates, and recommends library procedures and resolves procedural problems in collaboration with the Public Library Services Director
- Coordinates and plans with the IT Manager and Public Library Services Director on any technology changes that pertain to public services
- Coordinates and plans with the Facilities Manager and Public Library Services Director on any facility changes that pertain to public service
- Under direction of Public Library Services Director and Business Services Director: assists in the resolution of a wide range of routine and non-routine personnel issues and difficult situations; assists in the implementation of discipline and termination procedures in coordination with the appropriate management staff
- Responsible for reviewing, developing, and implementing library policies and

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- procedures
- Communicates library policies to staff and addresses feedback in a timely manner
- Explains policies and procedures to library customers and resolves related questions and concerns
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaint
- May provide direct assistance to patrons with basic information regarding use of library materials, equipment, and services
- Maintains the integrity of confidential information

Libraries' Leadership

As a member of the Library's Management team, the Public Services Manager will actively engage in planning and implementing innovative services for YVL.

- Advance departmental and Libraries' goals
- Advocate for equity, diversity, and inclusive practices throughout YVL Libraries
- Participate in committees within YVL and the profession
- Participate in management meetings and monthly board meetings and shares pertinent updates with department
- Foster an environment of continual professional development, improvement, and learning
- Continuously assess and iterate procedures, policies, and training to improve services and advance initiatives
- Demonstrate commitment to innovation and discovery to remain relevant in supporting the review, development, and implementation of policies, procedures, and training
- Demonstrates independent judgment and discretion in a wide variety of situations

Other Duties as Assigned

Required Qualifications:

- Master's Degree in Library Science (MLS/MLIS)
- Minimum of three (3) years of experience in public service
- Experience reviewing, developing, and implementing procedures, policies, and training in a public institution
- Demonstrated experience or commitment to working in and fostering an inclusive and diverse environment
- Demonstrated organizational, analytical, decision-making, problem-solving and planning skills
- Demonstrated commitment to facilitating extraordinary customer service experiences
- Demonstrated project or personnel leadership experience
- Experience mentoring staff and developing their leadership skills
- Three years of supervisory experience
- Proficiency in MS Office Suite, specifically Outlook, Word, and Excel

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- Proficiency in Windows Operating System and file management

Preferred Qualifications:

- Extensive experience developing and delivering customer service-related professional development programs
- Experience developing productive partnerships across a public institution
- Bilingual (English/Spanish)

Knowledge, Skills and Abilities:

- Extensive knowledge and support of the ALA Core Values and Code of Ethics
- Knowledge and support of the principles of intellectual freedom and Library Bill of Rights
- Advanced project planning and management skills, involving designing, leading, and completing a project within its intended scope and timeline
- Advanced knowledge of principles and practices of budget preparation
- Advanced knowledge of principles and practices of goal setting and project coordination
- Ability to maintain excellent and detailed records
- Ability to coordinate the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required
- Ability to work collegially and collaboratively with people of diverse backgrounds
- Be an advocate and ally for equity, diversity, and inclusion
- Ability to foster a positive working environment through daily actions and behaviors
- Ability to lead, cultivate, and empower staff
- Effective time management skills
- Ability to strategically delegate work amongst staff and volunteers to enhance services to current and potential customers
- Advanced customer experience skills
- Ability to communicate effectively, including excellent interpersonal skills as well as verbal and written skills
- Ability to learn and become proficient in functions required to perform job duties, working effectively independently or as part of a team to complete tasks as assigned
- Ability to pay attention to detail
- Ability to transfer and apply knowledge and experience to new situations
- Ability to analyze situations and make sound decisions
- Ability to work on a regular and dependable basis
- Ability to comply with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures

Supervision Received and Exercised

Receives general direction from the Public Library Services Director. Exercises direct supervision over assigned departments and volunteer staff.

Work Environment and Physical Demands

- Normally seated, standing or walking at will
- Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasions
- Keyboarding and working at a computer monitor for extended periods required
- Phone usage, reading, speaking, and listening required
- Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person
- Travel alone within service area may range over 120 miles in a day
- Some early morning, evening and weekend work required

Signature

Date