

## TOWN OF CANTON

**TITLE:** Public Services Manager **CLASS:** Exempt  
**DEPARTMENT:** Canton Public Library **DATE:** October 25, 2023

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### POSITION DESCRIPTION

Under the general direction of the Library Director, with wide latitude for independent judgment and decision making, the Public Services Manager coordinates circulation functions for the library and oversees all aspects of user experience within the facility.

### ORGANIZATIONAL RELATIONSHIPS

Reports to: Library Director

Supervises: Library assistants and pages as assigned by the Library Director

### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Ensures delivery of a consistent and positive user experience to all library patrons.
- Resolves patron problems related to circulation according to library policy and established practice.
- Participates in hiring, supervising, developing, and evaluating circulation staff.
- Trains staff in circulation procedures.
- Oversees library staff scheduling to ensure consistent and efficient customer service.
- Assigns work to circulation staff.
- Ensures that all circulation and patron records are accurately maintained and that privacy regulations are followed in accordance with CT General Statutes [Sec. 11-25].
- Oversees billing of any lost or damaged library materials.
- Acts as library representative and liaison to relevant committees/working groups within the Library Connection consortium and other library organizations.
- Develops content for library website, social media, and outreach materials as needed or as assigned by the Library Director.
- Prepares narrative and statistical reports for the Library Director, as requested.
- Collects and submits monthly statistical data to the Connecticut State Library in accordance with BorrowIt regulations.
- Assists with selection or withdrawal of library materials as needed.
- Performs additional tasks and duties as necessary and/or as requested by the Library Director.

### SHARED DUTIES AND RESPONSIBILITIES

- Models exceptional customer service at public service desks during regularly-scheduled shifts.
- Answers reference and readers' advisory questions in person and by phone, email, or other technology.
- Assists patrons with technology use and provides training on frequently used software and library resources.
- Plans, presents, and evaluates library programs.
- Interprets and enforces library policies and procedures for public and staff.
- Participates in hiring, supervising, training, developing, and evaluating staff.
- Stays up to date on industry trends and standards through participation in professional organizations; workshops and continuing education opportunities; conference attendance; and reading professional literature.
- Acts as "Person in Charge" as needed in the absence of the Library Director.
- Participates in professional leadership team decisions.
- May represent the Library Director as needed at Library Board of Trustees or Friends of the Library meetings.
- Monitors appropriate budget lines.
- Creates a welcoming environment for library patrons and staff.
- Maintains confidentiality of circulation and patron records in accordance with CT General Statutes [Sec. 11-25].

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of effective customer service skills and commitment to excellence in customer service.
- Proficient computer skills to perform all duties and ability to adapt to new technology.
- Good interpersonal skills and ability to deal courteously and effectively with coworkers and the general public.
- Ability to effectively present information and respond to information requests.
- Excellent time-management skills.
- Ability to analyze information and statistics and develop recommendations based on that data.
- Ability to work independently, respond to varied/changing work demands, and demonstrate initiative and decision-making skills.
- Thorough knowledge and understanding of library systems and automation.
- Ability to supervise.
- Ability to speak, write, and read English.
- Ability to apply principles of intellectual freedom to library services.
- Ability to maintain confidentiality of library patron information.

#### **REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be exposed to airborne particles. The employee will be required to provide his/her own transportation.

- Ability to perform duties in an office environment.
- Ability to work in a library setting subject to continuous interruptions and background noises.
- Ability to sit or stand for extended periods of time.
- Ability to move, bend, stoop, and lift and carry books and files of approximately 35 pounds or less.
- Ability to maneuver a fully loaded book cart.
- Work includes extended periods of time viewing a computer monitor and operating a keyboard.
- Intermittent exposure to video display terminals.
- Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.
- Ability to read printed material, computer monitors, and device screens.
- Ability to communicate effectively with individuals in person, over the telephone, and using other technology.
- Ability to file books, periodicals, reports, etc. on shelves ranging from 1' to 7' from the floor.
- Ability to move throughout the Town, Library, Town Hall and other Town buildings and sites.
- Ability to work flexible hours, including evenings and weekends.
- Some travel required to attend meetings in Canton and outside of Canton.

#### **REQUIRED MINIMUM QUALIFICATIONS**

The requisite knowledge and skills generally would be acquired with a bachelor's degree and three years of working experience in a public or academic library setting.

#### **LICENSE OR CERTIFICATE**

Must possess a valid and current driver's license.

*NOTE: The above description is illustrative only and is not meant to be all-inclusive.*

I understand that nothing in this position description restricts the Town of Canton's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the town administration's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

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Employee Date

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Library Director Date