



Adult Services Manager – Downtown Location - Full Time

The **Adult Services Manager** oversees the activities of public service delivery at the Downtown Library. The role is responsible for all activities and functions related to the circulation of materials, collection development, reference and related services as well as ensuring that excellent customer service is provided consistently by the public services team. The position works collaboratively with the Assistant Director of Adult Services and Programming to successfully attain the library's goals and objectives.

RESPONSIBILITIES INCLUDE:

Public Service Delivery and Operations

- Provides direct public service at service points including circulation, renewals, creation and editing of customer accounts, room reservations, museum passes, and fine collection. Provides notary public and Hartford Municipal ID application services.
- Helps customers with in-depth information and technology queries; conducts 1on1 appointments and/or small group classes for information and technology assistance.
- Manages upkeep of public service points (supplies, calendars, flyers, desk procedure binders, and communication regarding technology needs).
- Helps in developing best practices and procedures at customer service points (circulation and reference) and collaborates with other departments on the development and implementation of new services.
- Engages customers and responds to customer issues with a focus on listening to and supporting customer needs. Anticipates and delivers high quality services, ensuring customer satisfaction and connecting customers to library collections and services.

Reference and Information Services/Outreach and Programming

- Provides reference and reader's advisory work, database management and staff training to include selection and organization of material to help connect customers with resources.
- Responsible for addressing any system wide, in-depth reference queries. Contributes to the creation and maintenance of the library's Information and Resource Guides in print and via the LibGuides platform.
- Assists in maintaining accurate information about services on the HPL website and other associated outlets.

- Actively engages with community partners through outreach efforts, including attending community events, participating in local meetings, and networking with community leaders to promote library programs and services.
- Develops and implements programs and events that foster community involvement and interaction within the library.
- Helps facilitate the execution of library programs in conjunction with the Public Programming Department, collaborate with program staff to ensure resources and materials are available, provide setup assistance as needed.
- Assists with preparation, implementation, and evaluation of grants.
- Prepares statistical reports as needed.

Employee Supervision and Leadership

- Prepares and executes employee work schedules for the delivery of Downtown public service. Assists with scheduling of public service staff across the system.
- Provides staff supervision to include work assignments, project support and performance feedback and evaluation. Assigns, explains and reviews work.
- Monitors public service floor. Monitors work quality and resolves operating issues. Acts as Manager in Charge (MIC) when needed.
- Mentors and coaches public service staff to ensure excellent customer service and user experience.
- Implements and enforces Library policy and regulations. Responds to employee concerns and supports harmonious staff-customer relations.
- Trains new and experienced staff in the utilization of research tools, techniques, circulation functions, policies, and any other departmental or branch responsibilities.
- Demonstrates a willingness and ability to learn new technologies and evolving library technology.

Collection Development and Promotion

- Works with Manager of Technical Services on collection development to include weeding and making recommendations for the collection based on the needs of the community and library to ensure it is current, diverse, relevant, and aligned with library objectives, policies and budget.
- Creates physical and on-line displays of materials to promote collection use.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

Required

- Master's in Library Science or Master's in Library Information Science from an ALA accredited institution required. Candidates with MLIS degrees in progress will be considered.
- At least three years' experience working in public libraries, preferably urban public libraries.
- At least one-year supervisory experience
- Ability to work a flexible schedule including evenings and weekends as needed.
- Access to reliable transportation required.
- Ability to work independently.
- Ability to work in a fast-paced environment and manage multiple priorities.
- Ability to think quickly, assess a situation and make a sound decision.
- Detail oriented, well organized and self-motivated. Must be customer service oriented.
- Participates in community activities and maintains contacts with professional organizations in order to better provide services to meet the objectives of the library.
- Thorough knowledge of the principles, practices and techniques of modern library operation and administration including current library technologies.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning
- Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Adult Services Manager Downtown** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Hiring Range: \$58,234.80 - \$63,529.18 **DOE**

Hartford Public Library is an Equal Opportunity Employer.