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**Albany Library and Community Hub Manager**

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. [www.hplct.org](http://www.hplct.org).

The Albany Library and Community Hub Manager has overall responsibility and accountability for all functions of the Albany Library and Community Hub. This includes the management of public service operations including circulation, adult services, youth and teen services, community engagement, outreach, programming, and coordination with other HPL departments. This position is also accountable for training, scheduling and evaluating staff and assists in short-term and long-term planning for the location. You will work to develop community partnerships and programming efforts in collaboration with the team. This position ensures the highest level of service is provided by staff to all customers.

**Responsibilities Include:**

* Develops, coordinates and implements a comprehensive slate of programming based upon identified needs of the community.
* Promotes the Albany branch through community and private sector contacts, marketing efforts, and personal contact with customers in order to determine the needs of the community**.**
* Develop and manage effective relationships and partnerships with key stakeholders including staff, community organizations, municipal agencies, schools, and Hartford residents
* Provide effective leadership, direction and supervision to staff. Continuously manage staff performance including tracking of progress against objectives.
* Effectively convey information to staff in timely fashion and work towards developing opportunities for staff feedback and open discussion
* Identify areas for improvement and recommend continual professional development and growth opportunities.
* Plan and oversee, the delivery of all services and operations including departmental budget, administration of library services; marketing and promoting collections, programs and services; and developing community partnerships.
* Respond appropriately to sensitive, confidential and/ or controversial inquiries or complaints and other matters related to branch. Foster a positive environment and ensure customer satisfaction.
* Monitor branch budgets, meet fiscal expectations; ensure POS transactions are properly recorded and delivered to the business office. Collect and analyze statistics; adapt to trends and organizational objectives.
* Develops and delivers reports and presentations to senior HPL management as needed.

**Qualifications:**

* Master’s in Library and Information Sciences, Education, Social Work, Psychology, or other relevant area of study required.
* Minimum of three years of increasingly responsible leadership experience preferably in a public library and/or non-profit organization.
* Minimum of two years of staff supervisory experience required, including performance management of direct reports.
* Minimum of two years of non-profit experience, preferably in an organization with an educational, cultural, and/or youth-based mission
* Successfully demonstrated commitment to providing consistent, high-quality public service to a diverse population
* Flexibility, sense of humor, strong commitment to collaboration, self-reflection, and resourcefulness highly desirable!
* Passion for youth development

**Physical Demands / Work Environment:**

* Ability to continuously bend, twist, stoop, reach and pull.
* Ability to keep 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.
* Ability to lift to 75 pounds.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference, “Albany Library Community Hub Manager” in the subject line of your email.

**Hartford Public Library is an Equal Opportunity Employer**.