

Assistant Director of Public Services - Downtown Full-Time

The **Assistant Director of Public Services** is responsible for administering, planning, directing, and evaluating public service delivery including outreach services, across the library system. This position provides operational and staff leadership for the Downtown Adult Services Manager, Public Services Manager, and Outreach Manager, ensuring consistent, high-quality service delivery across all public service points.

This position oversees key public service initiatives. This includes blending leading edge library services with User Experience design approaches and developing and modeling excellent customer service standards and practice. Supports organizational priority for maintaining a welcoming and inclusive environment at all HPL service delivery locations. The weekly schedule includes evening hours and weekend shifts.

RESPONSIBILITIES INCLUDE:

Operations and Service Delivery

- Manages delivery of public service operations across the system, including outreach services.
- Develops best practices and procedures for delivery of exceptional customer service at all public service points system-wide.
- Continually assess, make recommendations, and seek ways to improve access, reduce barriers, and make experiences simple, consistent and satisfying using principles of user-centered design.
- Engages customers and deal with customer issues, with a focus on listening to and supporting their needs, ensuring their satisfaction, and connecting them to the collection and library services.
- Responds appropriately to sensitive, confidential and/or controversial inquiries or complaints and other matters related to public services.
- Oversees reference and reader's advisory work.
- Oversees public service initiatives such as the Museum Pass program, Municipal ID services, Adult Summer Learning, as well as other grant-funded and higher-level public service projects, working closely with the Programming department as needed.
- Oversees day-to-day communication with public via various platforms (email, chat, and phone) to address their immediate needs. Train and support staff on these platforms and develop procedures and best practices.
- Maintains accurate information about services on the HPL website and other associated outlets.

Community Engagement and Collaboration

- Collaborates with and lead cross-functional teams to create innovative and customer-centric service solutions that align with HPL's service philosophy.
- Represents HPL at local community-based organization meetings and other events as needed.
- Works collaboratively with the other departments to ensure services and programs are offered uniformly across all locations.
- Promotes, facilitates, and solidifies the Library's role in the community.
- Connects community organizations to outreach and public services.

Employee Supervision and Leadership

- Directly supervises the Downtown Adult Services Manager, Public Services Manager, and Outreach and Program Coordinator-LOW
- Is responsible for adult public service and outreach staff scheduling oversight across the system.
- Acts as Manager in Charge (MIC) when needed.
- Continuously manage staff performance including tracking progress against objectives.
- Provides effective feedback and coaching. Foster good communication and engagement of staff.
- Assists in the planning, development, and implementation of workshops, seminars, and other training programs to promote staff growth and development.
- Interprets and provides instruction on library policies and procedures to staff.
- Hires, trains, mentors and coaches new staff.

Reporting and Fiscal Management

- Writes grant applications and reports and is responsible for executing grant funded services.
- Prepares and delivers statistical reports as needed.
- Works with the business office to ensure fiscal transactions are properly recorded.
- Ensures the Adult Services Manager, Public Services Manager, and Outreach Manager comply with required data submission on a monthly basis.
- Helps manage budgets.

Secondary Functions:

Other duties as assigned.

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

REQUIRED COMPETENCIES

- **Team** Strong commitment to working in a team environment is required.
- **MSO** Required proficiency in Microsoft Office suite of products.
- **Relationships** Ability to establish and maintain effective working relationships with individuals and groups, both professional and non-professional, co-workers, management personnel, the public and others.
- **Communication** Strong written and verbal communication, listening, organizational skills
- **PR** Strong public relations skills.
- **Professional Development** Maintains contact with professional organizations in order to better provide services to meet the objectives of the library.
- **Priorities** Ability to work in a fast-paced environment and juggle multiple priorities. Ability to achieve high performance goals and meet deadlines.
- **Assess** Ability to think quickly, assess a situation and make a sound decision.
- **Reports** Ability to create clear and concise reports, and to deliver them orally to a wide variety of audiences.
- **Officials** Ability to deal effectively with elected officials, and other public constituencies.
- **Transportation** Access to reliable transportation is required.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

- Master's in Library Science or Master's in Library and Information Science from an ALA accredited institution preferred. Candidates currently pursuing an MLIS will also be considered. At least three years' experience, preferably five, working in public libraries with experience in public services delivery and/or outreach.
- At least two-years' supervisory experience; preferably four, required, including performance management of direct reports.
- Experience working in an urban public library preferred.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Strong commitment to delivering excellent customer service to a diverse population in an urban environment.
- Access to reliable transportation required.
- Ability to work independently.

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.

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, and Pharmacy benefits
- Life Insurance
- Mental health support through the Employee Assistance Program
- Paid Time Off - Vacation, personal, and sick time
- 2 Floating Holidays
- 11 Paid Holidays
- Tuition reimbursement program
- Paid professional development, continuing education, and staff engagement opportunities
- Commitment to an 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 **Assistant Director of Public Services** in the subject line of your email.

Hiring Range: \$73,174.92 – \$77,356.76 **DOE**

Hartford Public Library is an Equal Opportunity Employer.