

Public Services Manager – Full Time

The **Public Services Manager** plays a managerial role in delivering high-quality, customer-focused library services across the Downtown location and system-wide service points. This position serves as a subject matter expert in reference and information services, supports service excellence through staff training and instructional content development, and ensures responsive, accessible service delivery in person and online. Working collaboratively with the Downtown Manager, the role strengthens relationships with local agencies and supports customer access to information, technology, and city services.

In addition to providing direct public service, this position supervises and schedules part-time floating library assistants, manages staffing coverage, and serves as Manager in Charge as needed. The role combines hands-on customer service, operational oversight, and staff leadership to ensure consistent, high-quality service aligned with the library's mission and service principles.

This position is generally scheduled ***Monday through Friday from 8:00 a.m. to 4:30 p.m.***, including one evening per week, ***rotating Saturdays, and occasional Sundays***. Schedule subject to change based on operational needs.

RESPONSIBILITIES INCLUDE:

Reference & Information Services

- Leads and oversees the delivery of high-quality reference and information services in person, by telephone, email, and chat.
- Serves as a subject matter expert on reference practices, information literacy, lending policies, and customer service standards.
- Oversees the scheduling, statistics, and quality control of the library's reference chat service.
- Trains and coaches staff in the effective use of reference tools, databases, and best practices in information services.
- Develops and maintains instructional materials, including research guides, handouts, and video tutorials; regularly evaluate and update content.
- Assists with website content maintenance related to information services.
- Supports collection development through customer-driven selection and Interlibrary Loan services.
- Participates in and supports the Book a Librarian service model.
- Builds and maintains relationships with community organizations and city agencies to strengthen referral partnerships and customer support. Serve as the library's main point of contact for the Municipal ID program.
- Collaborates with the Downtown Manager to promote and deliver responsive, customer-focused library services.

Public Service & Service Delivery

- Provides direct public service at customer service points, including circulation functions, account creation and maintenance, fine processing, and policy interpretation.
- Responds to and resolves customer concerns and complex service issues in a professional and consistent manner.
- Instructs customers in the use of public computers, the online catalog, digital resources, and other library technologies.
- Provides municipal and community-based services such as Municipal ID and notary services, as assigned.
- Supports program implementation, including setup and service coordination.

- Models and reinforces excellent customer service practices and supports staff in delivering consistent service aligned with library standards.

Supervision, Scheduling & Operational Oversight

- Recruits, trains, schedules, supervises, and evaluates part-time floating library assistants.
- Develops and maintains staff schedules to ensure adequate service coverage across locations.
- Manages call-outs, and arrange coverage for absences.
- Monitors and analyzes staffing patterns; provide recommendations regarding service and staffing needs.
- Serves as Manager in Charge as assigned, exercising independent judgment in operational and customer service matters.

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.

EDUCATION and EXPERIENCE/QUALIFICATIONS

Required:

- Bachelor's degree.
- Minimum of 3–5 years of progressively responsible public library experience.
- Demonstrated experience providing advanced reference and information services.
- Strong knowledge of reference sources, databases, information literacy principles, and emerging technologies.
- Knowledge of the city municipalities, its agencies, and community organizations.

Preferred:

- MLIS or MLIS in progress from an ALA accredited university.
- At least one year of supervisory experience.

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.
- Lifting moderate to heavy weight material up to 50 lbs.
- Able to travel to all facilities within the city, during all weather conditions.
- Available for 24-hour emergency call by telephone and/or cell phone.

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:

- Municipal Employee Retirement Fund-Pension Plan with employer contribution
- Health Care, Dental, and Pharmacy benefits
- Life Insurance
- Paid Time Off - Vacation, personal, and sick time

- 2 Floating Holidays
- 11 Paid Holidays
- Mental health support through the Employee Assistance Program
- 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

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

Hiring Range: \$61,812.92 – 65,449.28 **DOE**

Hartford Public Library is an Equal Opportunity Employer.