

Leavenworth Public Library
Job Description
June 17, 2025

JOB TITLE

Public Services Manager

SUMMARY

Under supervision of the Library Director, this employee will oversee high quality public service including circulation, reference and use of library technology. Trains public service employees on use of Library catalog/circulation system, other public facing technology and public service procedure and policy. Performs all essential duties and responsibilities of Patron Experience Assistant and Reference Paraprofessional employees. Supervises Patron Experience Assistants and Reference Paraprofessionals. This is a full-time, non-exempt position that includes substantial time in a busy public service setting.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Use approved policy and procedures to train employees and maintain quality performance and service.
- Apply established policies and procedures consistently and equitably.
- Oversee quality circulation and public service on a day to day basis; maintain efficient workflow.
- Ensure accuracy of library transactions and patron data.
- Apply established policy and procedures to resolve public service and patron conduct issues; involve other Library administrators when needed.
- Maintain accurate shelving of material according to approved library standards.
- Model ethical behavior and quality job performance.
- Communicate potential improvements to policy, procedure and public service to Administrative Team.
- Oversee inventory and distribution of Library brochures.
- Compile statistics and prepare regular reports and other data as needed.
- Assist in shelf management, including shelf checks, shifting, lost and in-transit reports.
- Stay abreast of consortium and integrated library system (ILS) updates, attend Next meetings.
- Oversee appearance and cleanliness of public and staff areas. Report any service needs to the Director.
- Assists with selection of public service employees.
- Perform other duties as assigned.

SUPERVISORY/ADMINISTRATIVE RESPONSIBILITIES

- Manage communication and interaction between Patron Experience Assistants and Reference Paraprofessionals and patrons to provide quality, responsive services in person and over the telephone.
- Assist in hiring and fully train Patron Experience Assistants and Reference Paraprofessionals.
- Supervise and evaluate Patron Experience Assistants and Reference Paraprofessionals on an annual basis.
- Prepare monthly public service employee schedules and manage daily staffing to guarantee quality patron services.
- Acquire, practice and share full competence with library technologies, procedures and policies.
- Communicate with all library departments to provide timely, accurate information.
- Participate in library-wide planning as a member of the Administrative Team.

KNOWLEDGE, SKILLS, AND ABILITIES

- Full competence with Integrated Library System (ILS), consortium resource sharing policies and procedures and library digital content.
- Knowledge and support of library principles, intellectual freedom, ALA Code of Ethics.
- Apply library standards, policies and procedures consistently.
- Understand how to compile and analyze data to develop and improve youth services, programs and collections.
- High quality communication skills, written and oral.
- Operating technology: Microsoft Office suite and Google Drive, copiers, scanners, printers and other essential library technology.
- Maintain effective working relationships with staff, other departments, administrators, vendors, government officials and the public.
- Prioritize and delegate work, handle multiple responsibilities and interruptions.
- Ability to make decisions, act and think under pressure.

EDUCATION, EXPERIENCE, AND TRAINING

High school diploma, associate's or bachelor's degree in management or related field preferred. Minimum of 1 year management and supervisory experience in a busy public setting, public library setting preferred. Proficiency in Microsoft Office suite, internet and basic computer troubleshooting. Familiarity with the staff/public client of an Integrated Library System (ILS) is preferred. Proficiency with office equipment, such as copier, printer, fax and telephone required.

TRANSPORTATION REQUIREMENTS

Must have reliable transportation and acceptable motor vehicle record as job entails travel for professional development.

PHYSICAL REQUIREMENTS

- Talking, expressing or exchanging information by means of the spoken word; spoken information must be conveyed to supervisor and coworkers accurately.
- Hearing, perceiving the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication and making discriminations in sound.
- Visual acuity to perform activities such as: preparing and analyzing data; viewing a computer terminal; extensive reading; visual inspection of materials, operating computers, copier, printers, scanners.
- Standing by remaining upright on the feet, particularly for sustained periods of time.
- Walking, moving feet to accomplish tasks, move about within shelving, desks, chairs, workstations, carts.
- Balancing, maintaining body equilibrium to prevent falling when walking, standing, pushing, pulling, moving, carrying objects.
- Ability to adjust, move or push objects up to 50 pounds in all directions.
- Pushing and pulling, using upper extremities to exert force on or against something with sustained motion.
- Bending body downward and forward by bending spine at the waist. Kneeling, bending legs at knees and ability to come to rest on knee or knees.
- Lifting, raising object(s) from a lower to a higher position, or vice versa; moving objects horizontally; shifting material within, onto and off shelves, carts, desks, bins.
- Reaching by extending hands and arms in any direction.
- Using hands/fingers to handle or feel, manipulate and grasp objects, typing; constantly operates a computer and other office technology. Feeling, perceiving attributes of objects such as size, shape or texture by touching with fingers.

- Ability to ascend and descend stairs, using feet and legs and/or hands arms.
- Repeating motions that include the wrists, hands and/or fingers.
- Frequently work is in narrow aisles, between shelves, computers, desk and chairs.
- Exposed to inside and outside environmental and atmospheric conditions.
- Work schedule, including evening and weekend hours, will be regular but may vary as needed to ensure patron services are prioritized.
- Some travel to workshops or meetings.

Employees of the Leavenworth Public Library are “employees at will.” *Personnel Policy, section 1*

Employee Signature_____ Date_____

Job descriptions are meant to be general guidelines of the duties and responsibilities of the job and are not intended to list every possible task an employee may be called upon to perform.