



LA CROSSE PUBLIC LIBRARY

Public Services Manager

Outreach, Programs, and Services

Department:	Library
Division:	Management Team
Status:	Exempt
Grade:	13
Report to:	Deputy Director

Summary:

The Public Services Manager for Outreach, Programs, and Services leads, evaluates, and ensures the delivery of high-quality outreach, programs, and services for all ages and demographics. You will develop and supervise a collaborative, adaptable, and resilient team of subject matter focused supervisors, librarians, and paraprofessional staff and aid in the development, implementation, and execution of the La Crosse Public Library (LPL) Strategic Direction and library-wide initiatives.

Reporting Relationships and Team Work:

Reports to the Deputy Director and provides daily supervision and direction to subject matter specialists and paraprofessional staff. Serves on the Management Team, a collaborative, service-oriented, leadership team.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Ensures the delivery of high-quality, customer-focused library services and programs to meet the needs of the community served by LPL.
2. Directs, coordinates, and participates in the implementation of initiatives, goals, priorities, and service levels across the city.
3. Ensures and advocates for the inclusion of best practices in all LPL library services to meet the needs of youth and families in the communities served by LPL.
4. Builds and maintains strong collaborative relationships with staff across LPL. Serves as a primary liaison between staff and Administration.

5. Selects, trains, supervises, coaches, and evaluates the performance of assigned personnel; ensures staff compliance with LPL policies, procedures and service standards.
6. Participates in the strategic and long-range planning for the operation and future development of LPL.
7. Performs professional and administrative duties in planning, implementing, directing, evaluating, and marketing customer-focused library services. Prepares and maintains a variety of reports, records and departmental documentation; provides regular updates on activities in assigned areas; manages assigned budgets.
8. Participates in community, state and/or national organizations; recommends and manages pilot projects for LPL.
9. Facilitates and serves on various committees and task forces, including the Public Services Team and Management Team. Represents the library in interactions with community groups, outside organizations, and the general public; builds and maintains productive community partnerships and communication channels.
10. Responds to and resolves customer inquiries and complaints. Accurately communicates library policies to the public and brings matters of public concern to the attention of Administration when appropriate.
11. Serves as Point Person as needed.
12. Performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect LPL's mission, vision, and values to the staff and public.
3. Exhibit initiative, inclusivity and acceptance of diverse ideas and people, and decisiveness.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Current knowledge of facilitating the delivery of high-quality, patron-focused public library services, operations and programming.
2. Knowledge of current trends and developments in public library services and related fields.
3. The ability to identify complex problems and examine, evaluate and interpret facts and relevant information to recommend resolutions.
4. Critical thinking and good judgement to meet the needs of patrons, staff and the public.

5. Ability to gather, analyze and compile data for the development of statistics, reports, processes, procedures and recommendations to improve service and staff efficiency.
6. Understanding of the process to prepare and administer budgets, maintain financial and statistical records; make fiscally responsible decisions and circulate instructional information according to established procedures.
7. Knowledge of supervisory principles, practices and methods and the ability to lead and delegate tasks and authority effectively.
8. Efficient independent decision-making and organization skills, and the ability to prioritize tasks, manage multiple projects at the same time, and adapt to changing priorities to meet the demands of the district.
9. Professional and effective written and oral communication skills with ability to readily adapt to diverse people and situations; active listening; facilitating communication across departments and locations.
10. Ability to maintain and uphold confidentiality and privacy rights.

Technology Requirements:

- Strong computer skills, including database management, word processing, creating spreadsheets, document management and organization, email applications and the internet.
- Knowledge of computerized information systems used to satisfactorily complete job responsibilities.
- Microsoft Office Suite Skills (e.g. Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Education and Experience:

Master's Degree in Library Science from an ALA accredited university; or related Master's Degree. Three years' management experience, including two years supervisory experience; OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

Licenses, Certifications, and Special Requirements:

- Must have a valid Wisconsin State Driver's License and an acceptable driving record.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a flexible office environment with frequent interruptions under the stress of continual pressure to meet deadlines and handle competing priorities. While this position is eligible for occasional telework, daily onsite attendance is expected.
- Subject to sitting and standing for extended periods of time. May spend time walking, standing, bending, reaching and lifting up to 40 pounds.
- Frequent travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

Work Schedule

Full-time, frequently including evenings and extra hours related to meetings, programs, and special projects. May include rotating evening and weekend hours.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job. The library reserves the right to modify this job description in whole or in part at any time.

This and all LPL positions are subject to internal transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. La Crosse Public Library is also an Equal Opportunity Employer.