



JOB TITLE		DEPARTMENT	JOB LEVEL
Information Services Manager		Information Services	Librarian 2
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full-time Exempt	Director of Information & Digital Services	Information Services Library Associates and Library Clerks	

POSITION SUMMARY

Under the direction of the Director of Information & Digital Services, manages the work of Information Services Library Associates and Library Clerks, completes the weekly department schedule, enhances the lives of customers by answering requests for information, oversees book displays, develops programs and classes, and teaching of various subjects one-on-one and in a classroom setting.

ESSENTIAL RESPONSIBILITIES

- Manages Information Services Library Associates and Library Clerks, including their assigned work, training, and professional development
- Completes weekly work schedule for Information Services staff
- Works with the Information Services Director and Passport Manager to help set the direction of the department with long-range and short-range planning
- Assists with hiring and training Information Services staff
- Answers customers' reference, reading, and information questions at the public service desk and in public spaces, implementing appropriate reference and information strategies
- Schedules and meets with customers one-on-one to provide specialized reference and research consultation, as needed, to answer in-depth reference questions
- Delegates customers' questions to team-members, as appropriate
- Plans, prepares, and teaches technology classes in-house and consults with the Director of Information & Digital Services and the Digital Services Supervisor to fulfill the commitment to increasing digital literacy
- Plans, prepares, and teaches library programs in-house and consults with the Director of Information & Digital Services regarding classes to fulfill the commitment to lifelong learning
- Leads class visits, tours of library, and bibliographic instruction
- Markets library services to increase awareness and use
- Serves as Passport Acceptance Agent; adheres to procedures and practices as outlined by the U.S. Department of State
- Prepares passport applications for mailing
- Explains library policies and procedures to the public and staff
- Serves as library Person-in-Charge (PIC), as assigned, and carries out PIC duties and responsibilities as defined in the library policy manuals
- Acts promptly and follows procedures for handling Special Situations including disruptive customers and other emergencies
- Assists with material selection, as needed, providing feedback to the Director of Collection Services

- Maintains awareness of current library materials, societal fads, trends, and news, making appropriate referrals to best serve the library's diverse constituencies
- Participates in continuing education activities including professional workshops, webinars, and meetings as assigned
- Works professionally as library representative with the goal of establishing relationships and improving literacies
- Serves on community organizations and committees as assigned
- Participates in development of positive public relations with the community, other departments and within the department
- Drives to various locations to attend meetings, training sessions, and other professional development opportunities when necessary
- Interprets statistical data
- Uses knowledge, experience, and input to successfully manage and/or participate in multiple long and short-term concurrent projects
- Makes necessary decisions as library Person-In-Charge (PIC) during the absence of other senior management or when assigned
- Uses sound judgment in the interpretation of library policies and procedures
- Other library related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Basic public desk and telephone etiquette
- Must possess effective written and oral communication skills
- Must be approachable with a pleasant and courteous demeanor when interacting with the staff and public while representing the library in a professional manner
- Must be tactful and respect confidentiality of library customers and staff
- Actively looks for ways to engage customers and provide exemplary customer service
- Ability to explain library procedures in a clear and pleasant manner to the public and staff
- Must have basic computer knowledge and the ability to learn, adapt, and impart hardware/software changes
- Ability to read and interpret databases, websites, and internet search results to provide adequate answers to reference questions
- Sound judgment to assess difficult situations and logically find solutions
- Ability to effectively resolve complaints
- Ability to prioritize and manage time efficiently and effectively
- Must be able to work independently and collaboratively with others
- Ability to work a variable schedule including mornings, afternoons, evenings and weekends
- Ability to have flexibility and adaptability in library changes, task assignments, and schedules
- Ability to take direction from and work with various levels of staff within the library
- Effective leadership skills to confidently manage and lead staff, particularly during challenging workplace situations
- Excellent organizational skills to be able to multi-task and coordinate own work and that of others
- Understands and practices ALA Code of Ethics
- Adapts well to changes in existing practices, library routines, and workflows and suggestions for improvements

EDUCATION/EXPERIENCE QUALIFICATIONS

- MLS/MLIS from an ALA-accredited library school
- Minimum three years of increasingly responsible experience in a public library position including supervisory experience
- Must meet the eligibility requirements to become a U.S. Passport Acceptance Agent and complete annual training:
 - U.S. citizen or a U.S. non-citizen national
 - 18 years of age or older
 - Does not have a record of either: (i) A Federal or State felony conviction; or (ii) A misdemeanor conviction for crimes involving moral turpitude or breach of trust, including but not limited to embezzlement, identity theft, misappropriation, document fraud, drug offenses, or dishonesty in carrying out a responsibility involving public trust.

TOOLS/EQUIPMENT

Computer, copy machine, printer, public address system, public access catalog terminal, telephone, assistive technology, VHS/VHS-C/Hi-8/8mm converter, slide/negative scanner, flatbed scanner, document scanner, LCD projector, RFID equipment, camera, microform reader/printer, ebook readers, tablets, Apple TV

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations
- Must have visual ability to see computer screen, read call numbers on books, barcode labels
- Must be able to speak distinctly to large groups
- Must be able to lift and carry bags of books or boxes weighing up to 40 pounds and lift volumes weighing up to 15 pounds
- Must be able to reach a height of greater than 60 inches
- Must be able to drive a car and hold a valid driver's license
- Must be able to walk distances of more than 100 feet within the building to shelve or retrieve materials
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to bend and stoop to reach lower shelves
- Must be able to move or carry chairs, tables, and other small furniture
- Must be able to lift, move and re-arrange shelves
- Must be able to sit or stand for extended periods of time during work period
- Must be able to work scheduled hours, which may include evenings and weekends, and meet general attendance requirements

* The scope of the job may change as necessitated by the library's operational demands