



METROPOLITAN LIBRARY SYSTEM Job Description

Job Title:	Adult Services Manager	Position Code:	1201-120
Reports To:	Director of Outreach and Engagement Services	Classification:	Exempt
Division:	Guest Services	Safety-sensitive:	No
		Date:	11/2024

JOB SUMMARY:

Oversees the planning, coordination, and execution of the library's outreach and engagement programs for adults (18+), including systemwide initiatives, services, and special events. Develops innovative strategies to enhance community connections, promote library resources, and engage diverse adult audiences in lifelong learning and cultural enrichment.

ESSENTIAL JOB FUNCTIONS:

- Plans, implements, evaluates, and provides leadership for systemwide library outreach and engagement programs, services, and large-scale initiatives for adults ages 18 and up, including senior citizens
- Serves as a subject matter expert and mentor to management and staff in planning and implementing adult programs, enhancing their skills and knowledge in program development.
- Cultivates and manages community relationships to plan and coordinate projects, promote library resources and services, and share information about partners with library staff.
- Leads and facilitates the committee responsible for systemwide adult program initiatives, effectively communicating information to staff, ensuring consistency in services and programs, and collaborating on goals and objectives to optimize programming across all libraries.
- Delivers comprehensive onboarding and guidance on outreach and engagement strategies to staff and management while participating in the hiring of Engagement staff in collaboration with Guest Services leadership and the Human Resources Department.
- Recommends cross-functional staff teams for adult programming, services, and departmental projects to management for approval, then forms and leads the approved teams to ensure alignment with organizational goals.
- Communicates the objectives and strategic approach of the Outreach and Engagement Services Department to both internal and external stakeholders to enhance engagement experiences.
- Monitors the quality and consistency of adult programs and services throughout the library, including identifying potential presenters and coordinating program evaluations, while measuring and assessing work processes to drive continuous improvement and achieve organizational goals.
- Collaborates with the Communications Department to publicize and promote adult programs and services.
- Carries out supervisory responsibility in accordance with policies, procedures, and applicable laws including scheduling, managing, and approving payroll time entries, approving leave requests for direct reports; planning, assigning, and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Assists with the preparation of the division's annual budget; monitors adherence to the department budget.
- Represents the library in the community and library profession as a knowledgeable resource and advocate for adults.
- Prepares summaries of data for the library's annual report and special information projects, including reports on programming for adults on a systemwide level.
- Identifies potential grant funding or monetary sources; in cooperation with the Development and Volunteer Services Department, writes and administers grants to carry out programs and presentations.
- Works with the Learning & Development Department and Guest Services leadership to develop and provide ongoing professional development opportunities for staff throughout the system.
- Benchmarks the library's adult programming and services against leading libraries nationwide, monitors new professional developments, and incorporates relevant trends into existing programs.
- Manages department volunteers as needed, ensuring effectual support and engagement.
- Assists in creating, editing, and curating content for the web, including gathering, entering, maintaining, and designing information, as required.
- Delivers presentations to staff and decision-making groups, as assigned or required.
- Attends meetings and relays information to staff, leads and participates in local and systemwide staff meetings, engages in committee/teamwork, and completes all required and assigned training on time.
- Drives library vehicles to and from various locations.

- Provides excellent service to internal and external guests, including answering questions and helping guests locate materials and services of interest.
- Executes short and long-term objectives within the context of the library's strategic and tactical plans.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records, and the code of professional ethics.
- Performs special projects and other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to all library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, guests, partners, community agencies, Library Commission members, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Vehicle (personal or fleet)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Master's degree from an ALA-accredited college or university in Library and Information Science; and
- Three years of personnel management experience.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- High level of comfort with program evaluation and outcome-based planning and evaluation.
- Experience building sustainable community relationships.
- Experience leading by influence.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Current trends in library services to adults (18+).
- Adult learning theory, adult literature, popular culture, and best practices for serving adults, including senior citizens
- Social media and emerging technologies.
- Methods and techniques of research, data collection and evaluation, statistical analysis, and report presentation.
- Administrative principles and practices, including goal setting and budget development and implementation.
- Grants management.
- All computer applications and hardware that are related to the performance of the essential functions of the job.

Skill in:

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to diverse audiences in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external guests.
- Analyzing statistics and other data; interpreting and evaluating results.
- Hiring, developing, directing, motivating, and inspiring staff in a collaborative team environment.
- Using tact, discretion, initiative, and independent judgment.

- Utilizing effective and creative problem-solving skills.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Preparing clear and concise reports, correspondence, and other written materials.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.
- Serving as a positive agent for change within the organization.

Mental and Physical Abilities:

- Ability to effectively listen to staff as part of understanding their needs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to work independently.
- Ability to analyze, interpret, and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, reach with hands and arms, handle or feel, speak and hear, and lift and/or move up to ten (10) pounds.
- While performing the essential functions of this job the employee is occasionally required to stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises Outreach and Engagement Services staff.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work is required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.