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# New Castle Public Library

## Adult Services Manager / Reference Librarian Job Description

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### GENERAL SUMMARY

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The Adult Services Manager is responsible for professional library work, focusing on developing and delivering high-quality library programs and collections for adults in the community. As a member of the library's management team, they collaborate closely with other department managers, the Director, staff work groups, the Library Board, and local institutions. Their main goal is to analyze and evaluate the community's needs and provide educational, informational, and recreational services for adult residents. This includes planning and implementing services, managing collections, and allocating resources. The Adult Services Manager works independently but receives broad guidance and direction from the Director, who reviews their work for program quality, service delivery, and adherence to professional library standards.

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### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (Duties may include all or some of those listed)

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#### Programs and Budget Management

- Research and recommend library programs for areas of responsibility.
- Assist in the preparation of appropriate supporting materials for financial assistance.
- Prepare, recommend, and monitor the budget for areas of responsibility.
- Generate budget reports and analyses as required.

#### Staff Management and Coordination

- Schedule, train, supervise, and evaluate the work of department staff.
- Participate in hiring for the department and other library departments.
- Coordinate the selection and deselection of materials in various collections.
- Coordinate, evaluate, and provide reference service.
- Maintain records and statistics related to the programs and services department provides.
- Solve problems and negotiate solutions within policy guidelines with the public and other libraries.

#### Customer Service and Relationships

- Demonstrate continuous effort to improve operations and streamline work processes.
- Work cooperatively to provide seamless customer service.
- Maintain professional knowledge and stay updated on job-related trends.
- Make recommendations for implementing changes and interpret professional literature.
- Attend training programs, workshops, and seminars as appropriate.
- Develop and maintain relationships with schools, community, business, and other target groups.

- Collaborate with government and civic agencies, current and potential library users.
- Consistently present the New Castle Public Library and its services positively.
- Adhere to customer service guidelines and procedures.
- Provide assistance to District Libraries in collection development, reference services, and other areas as needed.
- Explain and apply library policies for library customers and staff.

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#### Additional Duties

- Attend meetings, training seminars, and community meetings as required.
- Work with staffing at New Castle Public Library and other partners to facilitate goals and financial objectives.
- Perform other duties as assigned or the situation dictates.
- Assists in the provision of a safe environment for patrons and staff

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#### KNOWLEDGE, SKILLS, AND ABILITIES

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- Project management and multi-tasking skills.
- Attention to detail and accuracy.
- PA Child Abuse Clearance
- PA Criminal Background
- Fingerprint Check
- Must have a master's degree in Library or Information Science from an American Library Association accredited college or university.
- Must have previous related experience sufficient to demonstrate thorough competency and extensive knowledge of the principles and practices of Library management.

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#### POSITION HOURS

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Must be able to work rotating shifts, 6 days a week, flexible hours (morning, afternoon, evening and holiday hours) when the library is open. All staff members are expected to work evenings and weekends as needed.

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#### PHYSICAL AND MENTAL REQUIREMENTS

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Ability to sit and use computer workstations, including keyboard and monitor, for extended periods of time. Sometimes pulling/pushing objects or loads weighing up to 20 pounds and on occasion up to 50 pounds. Usually talking or hearing ordinary conversation in both quiet and noisy environments. Subject to reasonable accommodations.

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#### AFFIRMATIVE ACTION/EQUAL OPPORTUNITY

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It is the goal of the New Castle Public Library to employ a diverse group of individuals who represent the richness of ideas and philosophies present in a modern society. Reasonable accommodations will be made for individuals with disabilities.