



## **Public Services Manager - West Branch**

We're looking for a Public Services Manager to join the leadership team at West Branch. Does the prospect of leading staff in a diverse and bustling library excite you? Are you energized by community outreach, planning big cultural celebrations, and collaboration? Do you get a kick out of planning programs and services for engaged and enthusiastic customers? If so, we'd love to hear from you!

In this key leadership role, reporting to the West Branch Manager, you will be responsible for overseeing reference services, including staffing, reader's advisory, and programming for all ages. Your priorities over the first year will include collaborating with the Branch Manager and dynamic library-wide teams to coordinate and develop branch-wide program initiatives. You will serve as a liaison with the Senior Children's Manager and Senior Adult Services Manager, build and strengthen community relationships through outreach, support staff development and performance, and direct customer service training and strategies.

### **In this role you will:**

- Assist the Branch Manager with the development and execution of Branch goals and priorities.
- Plan, organize, direct, and schedule the work of library staff.
- Coach, support and develop team members.
- Coordinate and collaborate with staff on programs for all ages, including adults, teens, children, caregivers, and families.
- Develop relationships with employees and community members.
- Engagement in city-wide library promotion and outreach opportunities.
- Participate on cross functional teams to enhance and improve library processes and services.

### **You will need to be:**

- A champion of providing excellent customer service.
- A hands-on manager who enjoys working with an outstanding group of diverse people and projects.
- An innovative and collaborative leader who can energize staff to reach exceptional outcomes.
- A lifelong learner with a growth mindset who values diverse experiences and perspectives, actively working to ensure all customers are welcome in library spaces.
- Flexible, positive, and willing to work with customers and staff to resolve problems so everyone wins.
- Friendly, outgoing, and able to build relationships at all levels.
- Available to work weekends and evenings.

### **You will need to have:**

- Master's degree in library science (MLS).
- 3 years' experience working in public library setting, providing library services to customers of all ages.
- 2 years' of management responsibility with direct reports
- Spanish language skills are desirable.

**Here's what you'll get:**

- Competitive salary starting at \$60,000/year
- Paid vacation, holiday, personal and sick days
- Medical, dental, vision and life insurance
- IMRF pension plan
- 457b retirement plan
- Professional development

**To apply:**

If this sounds like the role for you, please send your application, resume, and cover letter to [hrdirector@aurorapubliclibrary.org](mailto:hrdirector@aurorapubliclibrary.org).

A copy of our application can be found at [https://aurora.libnet.info/images/pdfs/aurora/HR/Application\\_for\\_Employment.pdf](https://aurora.libnet.info/images/pdfs/aurora/HR/Application_for_Employment.pdf)

**About APLD:**

Our **strategic plan**: Advancing Through Equity, Achieving School Success, Restoring Aurora, and Welcoming New Americans is dedicated to providing excellent customer service in a diverse urban area. With three locations and a new Bookmobile, our main library is 97,000-square feet including a makerspace and opened in 2015. Along with our two branches, we serve six school districts in four counties.

**Application deadline:** March 5, 2024 – March 18, 2024

**Aurora Public Library District is an Equal Employment Opportunity Employer**