Chillicothe & Ross County Public Library

Adult & Teen Services Manager

Supervisor: Enrichment Director
Position: FLSA Non-Exempt
Pay Band: D

Position Summary

The Adult & Teen Services Manager provides leadership and direction for the Adult & Teen Services Department and advocates for a positive, welcoming, and engaging library experience for adults, emerging adults, and teens. The Adult & Teen Services Manager leads, develops, and evaluates system wide adult services, programs, outreach, and initiatives; supervises and supports Adult & Teen Services staff; and serves as a resource to staff throughout the library system.

Essential Duties & Responsibilities

- Plan, coordinate, supervise, and evaluate system wide services, programs, and initiatives for adults, emerging adults, and teens.
- Provide leadership, direction, coaching, and support to Adult & Teen Services staff, including assigning and prioritizing work, establishing expectations, conducting evaluations, and addressing performance concerns.
- Establish department goals, procedures, priorities, and system wide standards for adult services and programming.
- Develop, implement and evaluate engaging and inclusive programs and services that support lifelong learning, literacy, digital literacy, personal enrichment, health and wellness, and community connection.
- Serve as a resource to staff and library locations regarding adult programming, outreach services, literature, resources and best practices.
- Develop and maintain relationships with community organizations, businesses, educational institutions, and other community partners.
- Develop opportunities for emerging adults and teens to participate in leadership, volunteering, program planning, and engagement.
- Serve on the annual Bookworm development team.
- Work collaboratively with the Access Team to maintain and develop the adult collection and provide readers' advisory and reference support.
- Coordinate system wide adult program planning, including program supplies and resources, and secure quality speakers, artists, performers, and other program providers.
- Manage the Adult & Teen Services budget and monitor expenditures to support department priorities and programs.
- Provide reference, readers' advisory, and public service assistance to library users as assigned. •
- Coordinate with Communications and Marketing Manager to promote Adult & Teens Services programs, services and initiatives.
- Track, analyze, and report statistics and other measures of adult services and programs to evaluate effectiveness and identify opportunities for improvement.
- Serve as the primary liaison between the Adult & Teen Services Department, the Enrichment Team, and the Enrichment Director.
- Represent and promote the library through community outreach, presentations, partnerships, and professional organizations.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report

findings to supervisor as needed.

• Maintain current knowledge of trends, research, technology, literature, and best practices related to adults, emerging adults, teens, and adult services.
• Collaborate with the Youth Services Manager to develop and coordinate services, programs, and initiatives that support teens and emerging adults as they transition between youth and adult services and ensure a seamless library experience for users and families.
• Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
• The duties and responsibilities listed above are representative of the position and are not intended to be an exhaustive list of all duties that may be assigned.

Qualifications

• Master's degree in library science; or active enrollment in an ALA-accredited library science program.
• Professional library experience, preferably including experience providing services or programs to adults, emerging adults, and/or teens.
• Demonstrated ability to supervise, coach, develop, and evaluate staff.
• Demonstrated ability to plan, organize, prioritize, and manage multiple projects and responsibilities.
• Demonstrated ability to develop and evaluate effective programs and services for adults and emerging adults.
• Knowledge of adult and your adult literature, library services, technology, and current adult services practices.
• Demonstrated ability to establish and maintain effective community partnerships.
• Strong written and verbal communication, leadership, problem-solving, and interpersonal skills.
• Valid driver's license.
• Must successfully pass a criminal background check.

Supervisory/Management Responsibilities

Hire, train, supervise and evaluate assigned staff within the Adult Services department.
Provide programming and reference training to all library staff as requested by the Enrichment Director.
Responsible for library location in the absence of a Director.

Interaction

Frequent interaction with library employees, patrons, community organizations, vendors and performers.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, Integrated Library System and Library Management System, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop and other library-related software applications.

Travel Requirements

Travel by automobile is required for position management responsibilities and training.
Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Work performed generally indoors in a library location, offices, program spaces, community organizations, and other outreach settings.

Telecommute Potential: 20%

Requires availability for occasional evening, weekend and travel between library locations or community sites.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.