

## JOB DESCRIPTION

### PUBLIC SERVICE MANAGER

<b>DEPARTMENT:</b> Public Service	<b>REPORTS TO:</b> CEO/Chief Librarian
<b>CLASSIFICATION:</b> Management – Exempt Librarian II	<b>DIRECT REPORTS:</b> Public Service Clerks, Pages

#### JOB SUMMARY

Manages the Library's public services in a professional way that fosters excellent public services and enhances the patron's experience. Aides in the development and maintenance of the Library's collection; make available public services in the community. Provides department leadership and participates in Library planning. Acts as part of a cohesive Management Team to carry out the mission, vision and strategic plan of the Cornwall Public Library Board.

#### PRIMARY RESPONSIBILITIES

<b><i>Collections and Services</i></b>	<p>Member of the ARP Evaluation Committee.</p> <p>Responsible for weeding of the collection.</p> <p>Plans and allocates space to promote the best use of the Library's collection.</p> <p>Manages the Cornwall Room local history archives.</p> <p>Creates and develops training sessions and materials for new services, e-resources, etc. for all staff.</p>
<b><i>Management</i></b>	<p>Responsible for the Library's public services by developing, recommending and implementing policies for public services to ensure that objectives of the Library Board and the needs of the public are met.</p> <p>Resolves non-routine patron complaints and conflicts and department emergencies.</p> <p>Investigates complaints related to public services and resolves by taking appropriate action.</p> <p>Prepares various reports and correspondence on projects and policy matters.</p> <p>Conducts department meetings.</p>
<b><i>Library and Community Partnerships</i></b>	<p>Form strategic partnerships with community organizations to enhance Library services.</p> <p>Represents the Library in a professional manner in various civic activities and with community groups.</p> <p>Schedules staff for community outreach and onsite service delivery.</p>

<b>Leadership</b>	<p>Be the face of the Library by being visible in public spaces for the majority of your time and to be able to assist and correct staffs' public service methods as required.</p> <p>Creates and maintains a customer service orientated, responsive organizational culture that expresses through action the values and goals of the Library.</p> <p>Develops and reviews department policies and procedures in keeping with the strategic plan.</p> <p>Evaluates staff performance and development needs on a continuous basis.</p> <p>Participates in employee discipline ranging from coaching to verbal and written warnings and suspension, up to and including termination.</p> <p>Participates in staff recruitment and hiring those employees reporting to this position.</p> <p>Participates in the ongoing evaluation of long-term planning affecting service and resource delivery.</p> <p>May represent the Library in Collective Bargaining, Labour Management and grievance matters, as required.</p> <p>Interprets, upholds and proposes changes to the terms and conditions of the Collective Agreement.</p> <p>Performs other related duties.</p>
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<b>OTHER FUNCTIONS</b>	
Provides information services, reader's advisory and interlibrary loan services to the public as required.	Handles library-wide issues as person-in-charge when required.
Ensure a physical presence in public services areas .	Management Health and Safety representative.

<b>EDUCATION AND TRAINING</b>	
<p>Required</p> <p>Master of Library Science or equivalent education and experience.</p> <p>5+ years in a similar management role.</p> <p>Bilingual, a definite asset.</p>	<p>Job Development</p> <p>Stays current with library advancements and emerging trends.</p> <p>Follows professional associations, attends conferences and professional training.</p> <p>Continuous self-learning.</p>


EXPERIENCE REQUIREMENTS	
In-depth knowledge in providing excellent customer service.	Solid Microsoft Office Suite and integrated library software (ILS) experience.
Reference and Reader's Advisory.	Demonstrated management and leadership experience.

ABIDES BY THE CORE COMPETENCIES OF THE ORGANIZATION	
<b>1. Organizational Commitment</b>	Ability and willingness to align behaviours with the needs, priorities and goals of the organization.
<b>2. Patron and Public Service Champion</b>	Provides consistent superior service, ensures patron needs are recognized and served.
<b>3. Commitment to Learning</b>	Recognizes the importance of continuous learning and seeking new learning opportunities to improve skill level and performance.
<b>4. Strategic Orientation</b>	Develops plans and objectives. Prioritizes work in accordance with the organization's set strategies, objectives and goals.
<b>5. Innovation</b>	Makes recommendations for improving and recommends new perspectives and solutions.
<b>6. Flexible /Adaptable</b>	Reacts to and adjusts positively to change. Works effectively in a variety of situations.
<b>7. Community Perspective</b>	Keeps abreast of important trends that impact the organization in a community context. Understands the role of the library in a community environment.
<b>8. Teamwork/Cooperation</b>	Achieves common objectives by sustaining positive feelings and collaborative relationships with Management and Staff.

SKILLS AND ABILITIES	
Superior customer service skills	Establishing policy and procedures
Excellent interpersonal skills	Planning and delivery of services

PHYSICAL REQUIREMENTS	
Computer and keyboard usage	Frequent standing, bending occasional sitting
Lifting library materials	Pushing and pulling book carts

### Employee Statement of Understanding

 *I have read and understand the job description for my position. I am able to perform all the essential functions for this position and agree to comply with all the policies and standards of conduct. As an employee, I will strive to uphold the mission, vision and core competencies of the organization to sustain our long term success*

<b>Name:</b> _____  <b>Signature:</b> _____	<b>Date:</b> _____
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*Created January 2021*