

JOB DESCRIPTION

JOB TITLE: PUBLIC SERVICES MANAGER	
DEPARTMENT: Public Services	REPORTS TO: CEO/Chief Librarian
CLASSIFICATION: Management Exempt – Librarian II	DIRECT REPORTS: Public Services Supervisors, Clerks, Pages

JOB SUMMARY
<p>Manages the Library's Public Services Department in a professional manner that fosters excellence and enhances the patron's experience. Aides in the development and maintenance of the Library's Collections. Provides department leadership and participates in Library planning. Acts as part of the Management team to carry out the mission, vision, and strategic plan of the Cornwall Public Library.</p>

PRIMARY RESPONSIBILITIES	
Management	<p>Responsible for the Library's public services by developing, recommending, and implementing policies and procedures to ensure that objectives of the Library and the needs of the public are met.</p> <p>Manages department staff which includes hiring, training, performance appraisals, and employee discipline.</p> <p>Ensures understanding and adoption of policies and procedures.</p> <p>Approves departmental schedules.</p> <p>Prepares reports and correspondence on projects, statistics, and policy matters.</p> <p>Investigates and resolves complaints related to public services; resolves non-routine patron complaints and department emergencies.</p>

Leadership	<p>Helps create and maintain a customer service oriented, responsive organizational culture that expresses through action the values and goals of the Library.</p> <p>Participates in the ongoing evaluation of long-term planning of service and resource delivery.</p> <p>Participates in the creation, implementation and management of policies and procedures.</p> <p>Leads and participates in committees; may represent the Library in Collective Bargaining, Labour Management, and other matters, as required.</p>
Collections and Services	<p>Participates in the evaluation of ARPs and collection development. Selects materials for the collections.</p> <p>Responsible for weeding of the collection.</p> <p>Plans and allocates space to promote the best use of the collections.</p>
	<p>Manages the Cornwall Room local history archives and acts as liaison to local history partners.</p> <p>Recommends, promotes, and evaluates library services and resources.</p> <p>Creates and develops training sessions and materials for new services, eResources, etc. for all staff.</p>
Community Engagement and Public Relations	<p>Forms and maintains strategic partnerships with community organizations to enhance Library services.</p> <p>Represents the Library at various civic activities and with community groups.</p>

OTHER FUNCTIONS	
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.
Attends meetings and participates on committees as required.	Assists staff and library users troubleshoot technology issues, as needed.

EDUCATION AND TRAINING

Required Post-graduate degree in Library and Information Sciences or an equivalent combination of education and experience. Minimum of 5 years of public library and management experience.	Job Development Stays current with trends, service delivery models, and technological advances in library services. Continuous self-learning.
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EXPERIENCE AND REQUIREMENTS	
Demonstrated supervisory, performance management, leadership, and team building skills.	Experience in Human resources and Labour relations.
In-depth knowledge of providing excellent customer service.	Highly organized and ability to balance priorities.
Working knowledge of relevant statutes and regulations including OPLA, OHSA, and ESA.	Fluent in English (reading, writing, verbal), French fluency considered an asset.
Ability to workdays, evenings, and weekends.	

SKILLS AND ABILITIES	
Communication and presenting, written and oral	Superior customer service skills
Excellent interpersonal skills	Problem solving
Planning and delivery of services	Delegating

PHYSICAL REQUIREMENTS	
Computer and keyboard use	Frequent sitting, standing
Lifting library materials	Ability to work flexible hours

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

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

Name: _____

Date:

Signature: _____

Updated May 2024