



**DETROIT PUBLIC LIBRARY  
HUMAN RESOURCES  
ANNOUNCEMENT OF VACANCY**

**March 25, 2022**

**POSITION:     Manager - Adult**  
**AGENCY:       Various Locations**  
**SALARY:       \$63,439.00 - \$71,057.00**

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For a complete description of Detroit Public Library, log on to [www.detroitpubliclibrary.org](http://www.detroitpubliclibrary.org).

**APPLICATION INSTRUCTIONS – INTERNAL & EXTERNAL APPLICANTS**

- *Submit completed resume with cover letter to [tsimon@detroitpubliclibrary.org](mailto:tsimon@detroitpubliclibrary.org)*

**APPLICATIONS MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE BY 4:00 p.m., April 8, 2022.**

No person shall be subject to discrimination in employment, in any program or activity of the Detroit Public Library.

***See attached job specification for essential functions and qualifications.***

## JOB DESCRIPTION

### Public Service Manager – Adult Services



## LIBRARY – PUBLIC SERVICE MANAGER, ADULT SERVICES

Job Family: **Public Services Group** FLSA Status: **Non-Exempt**  
Revised Date: **November 2010** Bargaining Unit: **UAW-APL**

**GENERAL PURPOSE:** Under administrative direction, plans, coordinates, and manages the adult services operations, programs, services, and personnel in an assigned Library Branch within the Detroit Public Library (DPL) system; plans and develops cooperative projects in the community; maintains collections relevant to program areas and assigned branch location; provides quality customer service; and supports organizational goals, policies and guidelines.

**SUPERVISION RECEIVED/EXERCISED:** Works under the administrative direction of the Library – Assistant Director – Branch Services; and does exercise supervisory responsibility.

**DISTINGUISHING CHARACTERISTICS:** This job class is an individual contributor in adult services and is not distinguished from other classes in a job series.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

#### **In adult services area of assignment:**

- Plans, directs, coordinates, and reviews the work of assigned staff; assigns work activities and coordinates schedules, projects, and programs; provides constructive feedback; reviews and evaluates work and makes effective suggestions and recommendations.
- Coaches, trains and motivates staff; coordinates and/or provides staff training; and assists with managing employee relations; assists with managing the workflow and prioritization of projects and measures the performance of the department and all related staff and recommends or suggests appropriate corrective action when necessary; provides advice and counsel to staff; develops developmental work plans for staff; recommends corrective actions, discipline and termination procedures as appropriate/necessary.
- Performs a variety of administration responsibilities for assigned DPL branch location; assesses the position of the branch in the community to determine the direction for programs and materials acquisition; sets overall goals for the branch; evaluates locations of and makes necessary location changes of branch materials; collects and maintains branch data on circulation and service statistics for various reports and for community profile updates; prepares and submits branch data reports as requested/scheduled; coordinates and conducts annual inventory of

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branch equipment and furniture; and represents the branch at informational and planning meetings and relays pertinent information and direction received back to branch staff.

- Provides a variety of customer service functions for assigned branch location; provides reference desk duties including locating or helping patrons locate requested materials and information; provides information and referral service for patrons in need of various services; places holds/requests into library operating system for materials not available at the local branch; phones customer to inform them when requested books/materials have arrived; maintains preference profiles of regular customers to set new books aside as they arrive; resolves customer disputes regarding fines, unreturned library materials, staff or customer conduct, and other various complaints; uses library computerized operating systems to check the status of patron records, place hold requests, and to update patron records.

### **PRIMARY DUTIES AND RESPONSIBILITIES (Continued):**

- Substitutes for other librarians, and for managers at other branch locations; solves patron computer and peripheral equipment problems; monitors branch programs and makes adjustments to services and program as needed; types and submits Track-It work orders for problems with telephones, computers, and printers; responds to inquiries and follows up with patrons on unresolved problems.
- Manages and administers a relevant collection for assigned branch location; purchases books and materials, continuations, and subscriptions to periodicals; acquires information from government sources and arranges in logical and useful way; directs the elimination and weeding of items not useful to the branch and Library's mission; tracks request from patrons for materials not available at the branch and orders said materials when appropriate; prepares ongoing order lists in relevant ordering databases of materials to be ordered; revises database item records for new books and tracks item records in system database; identifies items to be sent to the bindery and edits item records accordingly; identifies donated withdrawn books to schools; procures donations of new books; and administers assigned budgets in order to maintain a relevant collection.
- Plans, develops and conducts adult programs appropriate for the assigned branch community; designs, prepares, and distributes flyers and other media materials announcing branch programs; maintains meeting and conference room calendars and schedules; obtains and submits contracts and other associated forms for all program presenters; provides material support for branch book clubs; promotes and supports the library's marketing strategies and activities by volunteering for programs, serving on committees, working with the Marketing and Communications department on developing programs and helping with the creation and dissemination of publicity; visits schools, community events, and other institutions to promote and represent the library and its programs.
- Works closely with the branch custodial staff to ensure that the building is clean and in good repair inside and out; ensures grounds are neatly maintained with grass mowed, shrubs trimmed, and debris and litter removed; prepares and submits Track-It work orders online for all needed building or grounds repairs and maintenance; follows up with phone calls and/or e-mails for any work orders not completed in a timely manner; completes requisitions for furniture, equipment, supplies needed for optimum operation of the branch; arranges for substitute custodial staff as needed; responds to complaints from community members about the building such as fumes, sewer backups, and graffiti.
- Provides direction and support to contracted guards; ensures the building is properly locked and security alarm system is set a close of each business day; completes Serious Incident Reports for problems in the branch; confers regularly with contract guard's Field Supervisor, as well as DPL

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Security Manager to discuss branch security concerns; counsels child and young adult patrons regarding negative behavior in the library; meets with parents or guardians of problem youth in the cases of repeated behavior problems; maintains file of problem patrons, including recording behavior documentation and when appropriate, submits a written request to administration for the barring of a problem patron; stays at the branch past closing when underage children are not picked up prior to closing; and contacts police if children are not picked up within 30 minutes of closing.

- Maintains an awareness of and fosters relationship with individuals, groups, and organizations in the community as they relate to the assigned branch and the library as a whole; shares program information with neighborhood newsletters and area businesses.

### **PRIMARY DUTIES AND RESPONSIBILITIES (Continued):**

- Provides support to the Library – Assistant Director – Branch Services on matters as directed; participates on a variety of committees as assigned; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, Library policies and procedures, rules and regulations.
- Ensures an environment of customer-responsive services, providing customer-responsive service and handling customer service issues.
- Performs other duties as assigned or required.

### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

Master's Degree in Library and Information Science from an ALA accredited institution and three years of public library management or supervisory librarian experience in adult services, that includes staff supervision and budgetary responsibility; preferably in a multi-sited non-profit or public sector environment; OR an equivalent combination of education and experience.

#### **Required Licenses or Certifications:**

- Must possess a valid State of Michigan Driver's License.

#### **Certifications Preferred:**

Level I Librarian Certification by the State of Michigan

#### **Required Knowledge of:**

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- Managerial, organizational, and leadership principles and practices.
- Principles and practices of library science.
- Community requirements and issues impacting library services.
- Collection management principles and practices.
- Reference and circulation processes and procedures.
- Books and electronic information technologies, including current and future trends in computing technologies.
- Significant authors, associations and publishers of books and reference sources in the assigned field.
- Project/program planning and management principles and practices.
- Public and community relations principles and practices.
- Other pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- Public library operations, services, and policies.
- Budget monitoring and management methods and techniques.
- Supervisory principles, practices, and methods.
- Customer service standards and procedures.

#### **Required Skill in:**

- Interacting with people of different social, economic, and ethnic backgrounds.
- Managing and coordinating library operations within a large public library system, including special projects.
- Ensuring the delivery of high-quality library programs and services to the community.
- Supervising and coordinating the development and maintenance of library collections.
- Selecting materials and collections of contemporary significance and of permanent value.
- Library research techniques, including the use of technology.
- Problem solving and decision-making.
- Program design and development.

#### **Required Skill in (Continued):**

- Presenting ideas and concepts orally (including public speaking) and in writing.
- Working cooperatively with internal and external customers in a professional, friendly and cooperative manner.
- Responding to inquiries and in effective oral and written communication.
- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with Library and department staff, board members, outside agencies, and the general public.
- Budget preparation, management and administration.
- Supervising, leading, and delegating tasks and authority.

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**Physical Demands / Work Environment:**

- Work is performed in a standard library environment.
- Subject to sitting, standing, walking, stair climbing, reaching, and lifting of objects up to 25 pounds.