



Job Title: Public Services Manager
Department: Management Team
Reports to: Executive Director
Supervise Others: Yes
Schedule: Full Time
Status: Exempt

The Prendergast Library seeks a dynamic leader and skilled collaborator to join our management team. This position is responsible for developing, coordinating, executing, and evaluating library programs, services and outreach that meet the needs of the community. Work also involves overseeing staff and daily workflow, and managing the library's marketing, website, and social media platforms.

Key Responsibilities/Functions:

- Translates library's mission, values and strategy to employees, policy, and work routine
- Works closely with the management team to improve the overall value, effectiveness and efficiency of all library resources and services and communicates information to the library team on a regular basis
- Works with others in teams to evaluate, develop, and improve services, goals and objectives, routines, service satisfaction, workplace environment, and financial results
- Networks and develops collaborations with various community organizations and stakeholders
- Acts as library advocate with the public, community partners, businesses, government organizations, and nonprofit entities to ensure continuing support, goodwill, and funding for the library and its mission

Library Programs, Marketing and Public Relations:

- Develops positive relationships with the patrons and community organizations who use the library and serves as a contact person for general and specific inquiries about library programs and outreach
- Responsible for encouraging the growth and success of the library's public programs and assists with all other programming and services
- Coordinates the development, implementation, promotion, and evaluation of library programs and outreach in collaboration with the management team
- Oversees program schedules, calendars, and promotional materials, including the website, social media pages and newsletter
- Updates and oversees the Summer Reading Program in collaboration with the management team
- Manages the library's Makerspace, develops and coordinates special Makerspace events

Daily Workflow and Staff Management:

- Measures, monitors and improves organizational processes and work routines to improve value, efficiency, effectiveness, and customer satisfaction
- Assists with recruiting, interviewing and hiring staff and volunteers with director's approval
- Coaches and mentors both individual employees and work teams to exceed expectations
- Assists with scheduling staff, volunteers and various classes and programs
- Directly supervises library associates, including setting individual employee work routines and standards with regular follow-through of various work assignments
- Contributes input to staff performance appraisals and employee training
- Assists with writing and implementing grants and grant reports, and monitors grant fund disbursements
- Handles emergency situations in the absence of the Executive Director and works with appropriate parties to resolve situations
- Problem solves various patron and staff concerns
- Participates in ongoing professional development and maintains up to date knowledge of current practices in library science by attending workshops, library conferences and other professional training opportunities
- Travels as required
- Performs other duties and responsibilities as assigned

Qualifications and Skills Required:

- MLS from an ALA-accredited program; applicants without an MLS but with a Master's or Bachelor's plus experience are also encouraged to apply
- Forward thinker and effective change manager with ability and willingness to learn, adapt to new technologies, and be flexible when faced with challenging situations
- Skilled collaborator with ability to partner, work within teams, build alliances and relationships, identify and implement solutions, and build participative processes
- Trusted leader with ability to be self-aware, listen, give feedback and assess performance, understand and value diversity, develop and coach staff, effectively implement the hiring and selection process, and prevent and resolve conflict
- Ability to think strategically to set and monitor project goals, delegate, and evaluate outcomes
- Ability to create excellent relationships with the patrons and network/collaborate in the community
- Ability to exercise good judgment, decisiveness and creativity when problem solving and making decisions
- Excellent written and oral communication skills

Desirable:

- Administrative experience in a public library or library system
- Knowledge of New York State laws and regulations pertaining to public libraries
- Marketing and public relations experience
- Strong working knowledge of Microsoft Office Suite
- Familiarity with Web Development and Integrated Library Systems
- Excellent problem solving skills

Employment Details:

- Full-time, Year-Round, Salaried, Exempt.
- A daytime schedule with occasional night and weekend availability is required.
- Employer-provided Health Insurance
- Option to join the New York State Retirement System
- Annual Professional Development Opportunities
- Salary Range: \$42,000 - \$46,000 commensurate with experience

Application Instructions:

Interested candidates should submit a cover letter, resume, and three professional references to director@prendergastlibrary.org. Please include "Public Services Manager – [Your Name]" in the subject line.

Applicants will be accepted until the position is filled.

Equal Employment Opportunity:

The James Prendergast Library recognizes the value of diverse experiences, identities, and backgrounds and is committed to building an equitable, inclusive, and accessible organization. Applicants of all races, religions, gender identities or expressions, familial statuses, sexual orientations, ages, and candidates with disabilities are highly encouraged to apply. We are committed to continually diversifying our team and aim to include new voices and experiences in our work.