

Job Description

Job Title: Adult Programs & Services Manager

Department: Administration

Reports To: Executive Director

Status: Full-time, Exempt

Date Created/Revised: May 2025

Job Summary:

The Adult Programs & Services Manager develops, facilitates, promotes, evaluates, and presents adult programs and services. Coordinates with all departments and locations to help identify and ensure appealing, high-quality adult programs and services are offered throughout the library system and in the community. Serves as a liaison between the Library and community agencies that work with adults. Directly supervises the library's Adult Services Specialist and the Community Support Specialist. Assists patrons at the reference desk.

Essential Duties/Responsibilities:

- Coordinates, evaluates and ensures regular scheduling of adult programs and services system wide in collaboration with library managers, and supervisors.
- Develops, facilitates and presents adult programs at various locations.
- Works with community partners to identify and provide quality adult programs and services.
- Supports the Collections & Cataloging Librarian by reviewing and recommending adult content in library collections.
- Acts as central point of contact among locations for day-to-day coordination of the Library of Things and supports implementation of standardized procedures for lending and maintenance of items. Assists in compiling usage data and gathering feedback.
- Coordinates with PR/Marketing Manager by providing program information and schedules used to promote adult activities.
- Coordinates with the IT department on services such as hot spots, laptops for check out, laptop labs, internet and wireless printing, etc..
- Ensures a clean and inviting atmosphere is provided within adult areas of the library.
- Forges partnerships in the community, attending events to promote the library and help with the future planning of appropriate services.
- Compiles information and statistics and prepares and submits monthly and yearly reports to the Director.
- Provides input to the library's management team regarding adult services.

Required Skills, Knowledge and Abilities:

- Presents a positive, professional image to the public.
- Interacts and responds appropriately to patrons and staff.
- Develops and maintains effective working relationships with supervisor, staff, and volunteers.
- Ability to lead, supervise and motivate employees.
- Excellent verbal, listening, written, and telephone communication skills.
- Ability to work independently and make sound decisions.
- Ability to handle confidential information with discretion.
- Excellent computer skills including troubleshooting, using the ILS, MS Office, library databases, social media, and the Internet required.
- Knowledge and appreciation of literature, periodicals, web sites, social media, and other electronic media, which constitute a diverse, current and relevant collection.
- Budgeting and analytical skills.
- A strong service ethic, presentation, training and community engagement skills are essential.
- Must be able to work a flexible schedule including some evenings and weekends.
- Ability to complete training and assume Passport Program Lead responsibility.

Education/Experience:

- MLS/MLIS from an ALA accredited program required.
- Progressively responsible prior library experience with excellent working knowledge of all library services.
- Two years supervisory experience preferred.

Work Environment and Physical Requirements:

The work environment is typical of such climate controlled places as offices, meeting and training rooms, libraries, and residences. Requires common safe workplace practices while operating office equipment, avoidance of trips and falls, and correct lifting technique.

- Ability to operate standard office equipment.
- Ability to frequently use a keyboard, carry, hold, lift, reach, stoop, sit, turn, push and pull.
- Ability to stand for extended periods of time.
- Requires ability to travel to off-site locations.

Additional Requirements:

- Attendance and reliability: Demonstrates reliability by arriving to work, meetings and appointments on time and by completing assignments in expected time frames.
- Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library in an appropriate manner when dealing with staff, managers, vendors, contractors, colleagues, and members of the public.
- Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position.
- Initiative: Seeks increased responsibilities. Takes independent actions. Asks for and offers help when needed. Displays original thinking and creativity.
- Teamwork: Exhibits a willingness to work in a team-oriented environment. Demonstrates pleasant communication skills and supports others in the completion of library operations. Able to deal effectively with confrontational individuals and/or challenging situations.
- Organizational Ethics: Maintains a high level of ethics, integrity, and confidentiality. Follows all library policies and procedures.
- Safety/Security: Observes safety and security procedures. Promptly reports potentially unsafe conditions. Operates and uses equipment and materials properly. Satisfactory completion of background check.
- Professional Development: Stays informed of current trends and issues. Exhibits motivation and commitment to improve work related knowledge, skills, productivity, and abilities.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Troy-Miami County Public Library is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances. Troy-Miami County Public Library's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.

Employee signature below indicates the employee's understanding of the functions, duties, and requirements of the position.

Employee Signature

Date

Supervisor Signature

Date