

Oshkosh Public Library

Position Description

Position: Public Services Operations Manager
Classification: Operations Manager
Department: First Floor Public Services
Date: March 2022

General purpose

The person in this position schedules the activities of para-professional staff to provide continuous desk coverage and customer service as well as assists the Assistant Director of Public Services in the supervision and training of para-professional staff. Work includes scheduling service desk coverage, working shifts on the service desk, accomplishing non-routine projects related to providing quality customer service and guaranteeing the department runs smoothly and efficiently, and assisting with planning, organizing and implementing library services for adults and teens.

Supervisor: Assistant Director of Public Services
Supervises: Assists with supervision of First Floor Library Assistants
Salary matrix level: F

Essential duties and responsibilities

Duty / Responsibility	Performance Standards
Manage public service staff	
<ul style="list-style-type: none">Schedule employees to maximize services, as well as to give employees sufficient notice to schedule activities outside of work.	<ul style="list-style-type: none">Department employees are available to provide service to external and internal customers as needed.Department employees report that they receive library work schedules in a timely fashion.Department employees are assigned off-desk tasks that further library, departmental, and individual goals.Service provided to external and internal customers is thorough, accurate and timely.All required and customary output measures are recorded accurately.
<ul style="list-style-type: none">Assist with supervising ongoing work of Library Assistants, including: Giving direction, assisting with prioritizing, coaching, advising on library policy, communicating information and developments of the department to appropriate library staff.	<ul style="list-style-type: none">Staff reports that a supervisor is available to provide direction, guidance and advising.
<ul style="list-style-type: none">Assign specific tasks or projects to individual employees to meet plan goals and objectives.	<ul style="list-style-type: none">Department goals and objectives are met on schedule.
<ul style="list-style-type: none">Continuously improve workflow.	<ul style="list-style-type: none">Document and report improvements.

<ul style="list-style-type: none"> • Ensure that staff receives continuing education or other training needed to perform their duties and responsibilities at a high level. 	<ul style="list-style-type: none"> • Staff reports a high confidence level in their skills and knowledge required to perform their duties and responsibilities.
<ul style="list-style-type: none"> • Encourage continuing development of personal and professional skills and knowledge. 	<ul style="list-style-type: none"> • There is a shared understanding of each employee's goals, and strategies are developed during the course of evaluations as well as regular supervision.
<ul style="list-style-type: none"> • Solicit input from employees for improvements in the collections, services and programs. 	<ul style="list-style-type: none"> • Employees report that their feedback and ideas are important to developing department services.
General departmental and library operations	
<ul style="list-style-type: none"> • Work at service desk as needed. 	<ul style="list-style-type: none"> • Service provided to internal and external customers is consistently accurate and timely.
<ul style="list-style-type: none"> • Fill in for employees during vacations, illness, etc. 	<ul style="list-style-type: none"> • Time-sensitive tasks are completed on time despite the absence of an employee.
<ul style="list-style-type: none"> • Provide staff leadership and management presence during an accident, incident, customer confrontation or building emergency. 	<ul style="list-style-type: none"> • Library employees know to whom to look for direction and leadership in a crisis.
<ul style="list-style-type: none"> • Assist with building security, including: disabling and enabling alarms, lost children, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice. 	<ul style="list-style-type: none"> • Appropriate assistance and actions are provided by library staff to ensure the public's safety and health while using the library.
<ul style="list-style-type: none"> • Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of library equipment. 	<ul style="list-style-type: none"> • Prompt and appropriate actions are taken in response to any accident or incident. • Reports are filed as soon after the conclusion of an accident or incident as is possible.
<ul style="list-style-type: none"> • Interpret, analyze and respond to customer questions, comments and complaints in regard to library policies and procedures. 	<ul style="list-style-type: none"> • Prompt and appropriate actions are taken in response to any accident or incident. • Reports are filed as soon after the conclusion of an accident or incident as is possible.
<ul style="list-style-type: none"> • Assist in representing OPL interests in WALs (Winnefox Automated Library Services) discussions pertaining to circulation policies and procedures; OPAC functionality; and customer services. 	<ul style="list-style-type: none"> • OPL concerns and views are expressed as required.
<ul style="list-style-type: none"> • Assist in providing orientation for new library directors and staff to the WALs library automation system. 	<ul style="list-style-type: none"> • New library directors and staff feel more confident in using the library automation system.

Library administration	
<ul style="list-style-type: none"> Attend and constructively participate in team or planning meetings as required by the Library Director. 	<ul style="list-style-type: none"> Attends meetings; contributions are offered in a constructive and collegial spirit.
<ul style="list-style-type: none"> Support and promote services and programs of Oshkosh Public Library, of other library departments and of other libraries within the Winnefox Library System. 	<ul style="list-style-type: none"> Opportunities for support and/or promotion of area libraries are seized when presented.
<ul style="list-style-type: none"> Report on goals, objectives and accomplishments of the department. 	<ul style="list-style-type: none"> Regular progress reports are made.
Library services for adults and teens	
<ul style="list-style-type: none"> Assist in supervising library efforts to provide education and assistance to adults in the use of digital technologies. The department head and other members of the department may be called upon to help customers carry out any of the following tasks: <ol style="list-style-type: none"> Use Microsoft Office products (Word, Power Point, Excel). Create and use a web-based email account. Use social media web sites like Facebook or YouTube. Fill out applications or forms. Print a web page or image file. Locate a website. Locate and complete an online job application. Use library-purchased online knowledge resources, such as magazine databases, language-learning tools, etc. Use portable devices for reading eBooks or listening to digital audiobooks. 	<ul style="list-style-type: none"> Technology education and assistance is delivered in a confident, courteous and helpful manner. Technology information delivered to customers is current and accurate.
<ul style="list-style-type: none"> Perform basic computer software, hardware or printer troubleshooting, and refer more complex problems to trained IT support staff. 	<ul style="list-style-type: none"> Customer inconvenience due to technology problems is minimized. Complex problems are promptly forwarded to IT support staff.
<ul style="list-style-type: none"> Assist in coordinating between the Program Team and Service Desk staff. 	<ul style="list-style-type: none"> Staff reports a high confidence level in their knowledge of library programs and ability to communicate about those programs to customers. Customers are given high quality and consistent information or recommendations regarding library programs.
Continuing education	
<ul style="list-style-type: none"> Continually refresh knowledge of areas of professional expertise as well as issues and trends in public librarianship. 	<ul style="list-style-type: none"> Personal and professional development goals are set in the annual performance review with the Library Director. Progress toward development goals is demonstrated during performance review meetings.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current practices and developing trends in librarianship, specifically the areas pertaining to programs and services for children and teens in the general public.
- Knowledge of the WALS integrated library automation system, specifically the online public access catalog (OPAC) module; and the major features of the circulation module.
- Knowledge of principles and practices of library management and administration.
- Knowledge of principles and practices of personnel management.
- Coaching skills, including the ability to clearly and patiently explain how and why department tasks are to be performed.
- Thorough knowledge of library policies, procedures and rules; ability to explain them clearly to department employees.
- Above average computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation). Skill in the operation of library automation software, and web browser software, content management software for the public web site and internal blogs;
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks for oneself and department employees; ability to effectively delegate tasks to maximize the productivity of the department.
- Skill in communicating effectively and sensitively with people from diverse backgrounds; successfully negotiating situations where customers – whether external or internal -- are upset.
- Ability to adapt to change; willingness to teach and learn new ways of doing things, including new technologies.

REQUIRED EDUCATION AND/OR EXPERIENCE

Five years of experience working in a public library.

Experience supervising employees or providing leadership to task teams or projects.

TOOLS AND EQUIPMENT USED

Typical office equipment, computers and software including computer workstation, calculator, fax machine, photocopier, telephone, and printers. Also, equipment necessary for providing library collections, programs and services in a developing environment of networked digital information transfer: projectors, flash drives, portable devices for reading ebooks and listening to downloadable audiobooks, digital cameras, and mobile theater systems.

Building security systems including fire safety equipment .

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Position requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is moderate. Most work is indoors.

Occasionally, when acting as a member of the library's management team, the person in this position may be called upon to perform duties to assure the health or safety of others that fall well outside the typical tasks of the position. For example, the person in this position may be called upon to clean up blood or other bodily fluids (while taking proper precautions against infection by blood-borne pathogens); shovel snow; or salt an icy sidewalk.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.

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