



Job Description

Library Manager (Wilson)

Hourly, Part-time, Paid Time Off

Principal Role

Reporting to the Director of the Mississippi County Library System, the Library Manager is responsible for the provision, management, and local promotion of library services, programming, and operations at his/her location. The System's Library Managers meet on a regular basis as part of the MCLS administrative team to coordinate programming, to standardize policies, procedures and customer service, to establish initiatives, and to exchange information and insights.

Essential Duties & Responsibilities

- Ensures that the public service desk is adequately staffed
- Processes requests for items to be transferred to other System locations
- Ensures a clean, tidy, comfortable, tranquil, and organized environment for customers
- Addresses immediate, exceptional customer concerns consulting with the System Director about major issues
- Addresses minor technology trouble shooting matters triaging difficult situations to the System's Technology Specialist
- Addresses minor facility maintenance issues triaging major issues to the System Director
- Develops and offers fresh programming to local customers
- Participates in library outreach and promotion events/activities
- Suggests resources for purchase
- Removes outdated and low use items from the collections
- Conducts periodic collection inventories
- Assists the Director and other system personnel with the creation and revision of system-wide policies and procedures
- Collects various statistics concerning resource usage, facility occupancy, program attendance, and customer visits
- Promotes a positive image of the System's services, resources, programming, and fellow personnel to the community
- Utilizes email and electronic messaging utilities to maintain active communication with System personnel
- Other duties as defined and prioritized by the System director

Qualifications: Education, Experience, Skills

- Ability to efficiently navigate and function within current automation environments such as the Windows operating system, the online catalog and circulation system, web-browsers, and Office 365 applications
- Ability to prioritize tasks and work accurately
- Availability to work a flexible schedule
- Ability to use and troubleshoot standard office technologies such as fax machines and printers/scanners
- Ability to give and follow instructions and communicate well with others in both verbal and written formats
- Must be self-motivated and able to work without direct supervision
- A mindset and desire to create and offer new, relevant programming to local customers of all ages, interests, and ethnicities
- A high school diploma or equivalent is required
- A post-secondary degree is preferred
- Customer service and/or management experience is preferred

Physical & Professional Demands

- This is a professional position that demands pro-active, courteous and polite interactions with the service population and community leadership
- Willingness to politely yet directly confront customers not complying with conduct policies, escalating to the local police department if necessary
- Dependability to secure facilities and resources and to set alarms at closing
- Promptness, reliability, and integrity to follow a flexible schedule
- Performs tasks involving sitting, standing, walking, stooping, long periods of keyboarding, etc.
- Must be able to negotiate stairs
- Ability to lift loads up to 40 pounds and push book carts weighing several hundred pounds

Availability

This is a part time, paid time off-benefited position scheduled for not more than 27 hours per week with occasional evening and weekend commitments for service hours and special events. Starting wage rate is based on experience and education.

Revised by the MCLS Director, December 5, 2024