

**North Canton Public Library  
Library Services Manager**

The North Canton Public Library is seeking a proactive, team-oriented, and innovative professional to provide consistent support, honest leadership, and responsible oversight to the Library's Adult & Teen Services, Technical Services, and Facilities departments. The Library Services Manager must be experienced, enthusiastic, and able to facilitate collaboration across departments to present consistently high service to Library patrons. The successful candidate will be a skilled team-builder and possess the ability to blend traditional and cutting-edge library services in an environment of continuous learning, support, and progress.

**Job Title:** Library Services Manager

**Immediate Supervisor:** Director

**Hours:** Full Time (40 hours per week), including evening and weekend hours

**Minimum Salary:** \$60,000 per year

**Qualifications:** ALA-accredited MLS or MLIS. Library and supervisory experience required.

**Duties and Responsibilities:**

- Manages, evaluates, and coordinates three major divisions of service within the Library: Adult & Teen Services, Technical Services, and Library Facilities
  - Oversees Technical Services and Library Facilities staff by monitoring work production, resolving problems, and maintaining a smooth workflow
  - Directs the Adult & Teen Services Department by managing and supporting the day-to-day work and goals of Adult & Teen Services staff to ensure clear expectations, consistent communication, and proactive collaboration; supervising staff in the presentation of public programs and classes; and evaluating the effectiveness of library services and programs, making adjustments as necessary to assure the delivery of the highest quality of service
- Leads departmental staff in providing the highest quality service to all internal and external customers, which includes building group processes and achieving team goals
- Contributes to the visibility of library services via advocacy, relationship building, and engaged dialogue; encourages the growth of staff in relation to this work as well
- Serves as an active, engaged, and collaborative member of the library's management team; contributes to the development and execution of goals in support of the Library's mission and strategic plan
- Interprets the Library's policies and procedures to the public in a customer-friendly manner and leads staff to do the same
- Oversees the distribution and spending of the annual budget as it relates to the Library's print and non-print collections, as well as cleaning and maintenance supplies
- Ensures the safety of the building, its users, and its staff through compulsory compliance with established policies and procedures, monitoring potential safety/liability problems, and implementing warranted changes
- Works with the Director and facilities staff to schedule necessary building inspections and address necessary repairs
- Trains staff in computer and database utilization and reference skills, as needed
- Selects, purchases, and maintains electronic databases
- Recommends print and non-print materials for purchase
- Oversees the use of public computer stations and sets procedures
- Works with the Director to formulate policies related to the Library's facilities, reference services, and technical services departments; interprets and assures the implementation of these policies
- Works with the Director and management team to meet the goals and objectives of the Library's long-range plans
- Keeps informed of developments in the library profession

**Qualifications and Requirements:**

- Knowledge and understanding of library culture and professional reference procedures
- Ability to effectively manage in a manner that encourages collaboration and cooperation within and outside of this focus of leadership
- Ability to select, evaluate, train, mentor, and provide feedback to staff; ability to learn and keep up to date on NCPL policies, procedures, and documentation; ability to communicate and train around these functions and relay accurate information as needed
- Ability to provide and model engaging and consistent management skills, as well as external and internal customer service
- Ability to work with the public and handle potentially difficult situations with skill and tact
- Ability to expertly use computers and other electronic equipment with accuracy
- Ability to multi-task and work effectively under pressure
- Ability to make decisions
- Ability to communicate professionally with diverse groups both verbally and in writing
- Must be able to understand the service needs of the library and be able to prioritize accordingly
- Must be able to plan and project for future growth and needs
- Ability to follow verbal and written instructions
- Must be able to lift and carry (up to 40 pounds) library materials, push and/or pull book trucks, bend and reach, utilize a standard mouse and/or keyboard, and be able to spend a reasonable amount of time seated in front of a computer
- Must be able to communicate effectively in English, both orally and in writing

*The preceding statements provide an overview of the job responsibilities and shall not be construed as an all-inclusive statement of duties, responsibilities, or requirements. It does not limit or modify the right of any supervisor to assign, direct, or control the work of employees under his/her supervision. Additional related duties may be assigned.*

**Applications will be accepted until the position is filled. Please submit a letter of interest, resume, three letters of reference, and a completed [job application](#) to Kayla Moles, HR Specialist/Deputy Fiscal Officer: [kmoles@northcantonlibrary.org](mailto:kmoles@northcantonlibrary.org)**