



MARICOPA COUNTY
invites applications for the position of:

Library Services Manager

An Equal Opportunity Employer

OPENING DATE:	05/07/18
CLOSING DATE:	05/21/18 11:59 PM
DEPARTMENT:	Library District
JOB TYPE:	Unclassified/Full-Time
LOCATION:	Phoenix, Arizona
SALARY:	\$59,384.00 - \$85,072.00 Annually

POSITION OVERVIEW:

The Library Services Manager performs professional library work planning, coordinating, implementing and managing District-wide programs, projects and service initiatives. This particular vacancy will be responsible for organizing and implementing the Summer Reading Program (SRP) and other reading programs for the Library District and for the wider county community.

POSITION QUALIFICATIONS:

Minimum education and/or experience:

Master's degree in Library Science from an American Library Association (ALA) accredited school and four (4) years of public library experience of which two (2) years are in a professional library role.

Specialized training, certifications, and/or other special requirements:

Must possess, or have the ability to obtain by the time of hire, a valid Arizona driver's license.

Knowledge, skills, and abilities:

Knowledge of:

- Professional library skills, theories, issues and trends.
- The principles and practices of public library operation.
- Project management.

Ability to:

- Communicate clearly and effectively, both orally and in writing.
- Provide excellent customer service through listening, positive language and patience.
- Manage projects, including planning, administering, coordinating and evaluating.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.
- Work independently and effectively as a team member to plan, organize and execute the duties of the position.
- Effectively present in a variety of settings – one on one, for a group or with peers.
- Gather information from appropriate sources and make a decision. Consider data, analysis, wisdom, experience and judgment in making sound decisions.
- Establish and maintain working relationships and partnerships with community groups,

outside agencies and other government departments.

- Learn and effectively use the library's print resources, databases and computer software, as well as local community resources, to meet customer needs.
- Direct, train and motivate other library staff.
- Interpret administrative and operational policies and exercise good judgment in response to routine and emergency situations.

Skilled in:

- Establishing and maintaining effective interpersonal relationships.
- Managing time effectively and efficiently.
- Focuses time and effort on priorities and across a range of activities.
- Addressing and resolving conflict equitably, seeking common ground and cooperation when possible.
- Developing and delivering training to both the public and library staff using effective teaching skills.
- Using software programs in a Windows environment including Word, Excel, Power Point and Outlook.

Preferred education and/or experience:

Experience with project management. Experience with library programming. Experience and knowledge of early literacy principles. Experience with data based decision-making. Experience with training. Advanced public library experience. Advanced professional library experience.

Working conditions:

Requires travel to and from job related locations during the course of a scheduled workday, subject to County policies regarding use of County vehicles and/or private vehicles used on County business. May occasionally be required to work outside normal working hours and/or on weekends. The physical environment requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Must be able to manage deadlines, high work volumes, multiple and complicated tasks, unscheduled tasks, team-oriented activities, prompt decision-making and interact with government officials and the public. Lifting floor to waist – 15 lbs; Lifting waist to shoulder - 10 lbs; Lifting shoulder to overhead - 5 lbs; Carrying a distance of 50 feet – 10 lbs; Pushing/pulling a distance of 100 ft - 50 lbs.

ESSENTIAL JOB TASKS:

- Coordinates District-wide programs, projects and service initiatives in support of the department's mission and goals.
- Plans, manages and reports on assigned programs, projects and initiatives.
- Establishes goals, strategies and priorities.
- Performs needs assessments and analyzes the effectiveness of service delivery.
- Develops and implements program improvements, additions and changes.
- Develops and forecasts budgets.
- Coordinates with communications team on development of content for the website and social media outlets as well as for the promotion of programs and initiatives.
- Visits branch libraries.
- Works closely with all Library departments and branches.
- Develops materials and delivers training to staff in areas of expertise.
- When assigned to programming, coordinates District-wide programs and special event programs at multiple branches.
 - Develops and manages programming resources including kits and learning devices.
 - Provides evaluation and feedback on branch programming, including outreach.
 - In coordination with Library Region Managers, identifies programming standards and develops planning tools.
 - In collaboration with Training Services Team member develops materials and delivers support to staff in area of library programming including early literacy, digital literacy, legal literacy, medical literacy and financial literacy.
- When assigned to reading programs, organizes and implements the Summer Reading Program (SRP) and other reading programs for the Library District and for the wider county

community.

- Manages SRP Committee.
- Develops materials and delivers training to staff for reading programs.
- Develops and maintains partnerships with supporting agencies and sponsors.
- Collaborates with web team on Great Reading Adventure (GRA) software.
- Collaborates with communications team on marketing and development of print support materials for reading programs.
- Collaborates with Services Team members on development of training and programming in support of reading programs.
- Utilizes project management strategies to ensure open communication among departments and timely completion of reading programs.
- Incorporates early and adult literacy principles into reading programs.
- When assigned to staff training and development, manages Great Expectations customer service philosophy training and assessment of impact on customer service in the Library District.
 - Develops a staff-training model that is sustainable and data-driven, which identifies best practices in multiple delivery methods.
 - Develops and delivers dynamic training sessions in multiple formats including videos, webinars and in-person.
 - Coordinates collection of training resources for all departments in the County Learning Management System, The HUB.
 - Recommends training and professional development resources to help staff meet performance standards and professional development goals in coordination with staff, supervisors and managers.
 - Identifies, recommends and implements staff recognition and appreciation initiatives.
- Provides exceptional customer service to internal and external customers using the Library District's Great Expectations customer service model.
- Upholds Library District service standards and model exceptional MCLD citizenship.
- Demonstrates respect for customers and fellow staff.
- Fosters a collaborative team environment.
- Fully complies with Maricopa County Code of Ethics.
- Adheres to Library District policies and procedures.
- Works collaboratively with other Library District departments to plan and implement programs, projects and services.
- Serves on committees.
- Participates fully in all meetings, as required.
- Demonstrates timely attendance and completion of work.
- Pursues professional development activities in order to achieve position and career goals.
- Maintains flexibility with accepting new job duties when changes occur.

SELECTION PROCEDURE:

The hiring authority will select the successful candidate based on departmental needs.

All offers of employment made to new hires and rehires at Maricopa County are contingent upon successful completion of a post-offer, pre-employment thorough background investigation. A background investigation is conducted on a current employee who changes to a Safety Sensitive Position or one having the potential for serious adverse impact on the integrity or efficiency of the County. These requirements do not pertain to employees of elected officials who undergo background investigation processes administered through their respective offices.

Typically successful candidates are hired at a salary rate, up to midpoint of the range, based on applicable experience, internal equity and budgetary allowances.

APPLICATIONS MAY ONLY BE FILED ONLINE AT:
<https://jobs.maricopa.gov>

Job #650LIBSVC MGR050418
 LIBRARY SERVICES MANAGER

OUR OFFICE IS LOCATED AT:
 301 W Jefferson

JF

Suite 200
Phoenix, AZ 85003
602-506-3755 (staffed Mon-Fri, 8am – 5pm MST, excluding holidays)
hrfeedback@mail.maricopa.gov

It is the policy of Maricopa County not to discriminate in employment or the provision of services. Maricopa County is an Equal Opportunity Employer. We provide reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Auxiliary aids and services are available upon request to individuals with disabilities.
