PAULINE HAASS PUBLIC LIBRARY
Job Description

Job Title: Adult Services Manager
Supervisor: Library Director
Position Type: Full-time, salaried, exempt (managerial)

Overview

The Adult Services Manager leads the library's services for adults and teens, and partners with Youth Services on services for tweens and families. This position sets direction for adult and teen collections, programs, technology assistance, spaces, and outreach; supervises and develops the Adult & Teen Services team; manages the department budget; and serves on the library's management team. The position includes regular public service desk hours (typically 30% of the workweek, with additional coverage as staffing needs dictate), one evening per week, and participation in a weekend rotation. After six months, remote work (up to 16 hours/month) may be available with supervisor approval and continued strong performance.

Essential Responsibilities

Leadership & Supervision

- Recruit, hire, onboard, and train Adult & Teen Services staff, and schedule the department to meet public service and program needs.
- Supervise and coach department staff, conduct annual performance evaluations, and support each staff member's professional growth.
- Keep staff informed of changes to policies, procedures, and services, and ensure they are applied consistently.
- Coordinate volunteers who support department programs and services.

Planning, Budget & Operations

- Set annual department goals aligned with the library's strategic plan, track progress, and report results to the Library Director.
- Develop and manage the department's annual budget for collections, digital resources, programs, supplies, and equipment.
- Use circulation data, digital resource usage, program attendance, and participant feedback to evaluate services and guide decisions, and contribute department statistics to board and annual reports.
- Develop and maintain department procedures and contribute to library-wide policies that affect adult and teen patrons.
- Identify problems and opportunities, weigh alternatives, and implement or recommend solutions, consulting the Library Director as appropriate.

- Research, write, and present proposals, including grant and Foundation funding requests, and manage large department projects.

Public Services

- Provide reference, readers' advisory, and technology support at the Adult & Teen Services desk.
- Oversee technology help for patrons, including assistance with devices, the online catalog, digital resources, public computers, printing, and online forms and services.
- Deliver customer service that is timely, respectful, inclusive, and confidential.
- Serve as person-in-charge during assigned shifts, using good judgment and library policy to resolve issues.
- Apply library policies on patron behavior and use of library spaces consistently and with care.

Programs & Learning

- Lead the planning, delivery, and evaluation of programs for adults and teens, including author and speaker events, workshops, and hands-on learning, and collaborate with Youth Services on library-wide, all-ages programming.
- Develop lifelong learning opportunities that respond to community needs, such as digital literacy, online safety and scam awareness, job and career skills, financial literacy, health and wellness, and civic engagement.
- Oversee adult and teen reading engagement initiatives, including summer and winter reading programs, and support teen engagement through teen spaces and opportunities for teen input.
- Ensure programs and services are welcoming and accessible to patrons of all ages, abilities, and backgrounds, including older adults and patrons with disabilities.

Collections & Spaces

- Direct the development of the adult and teen collections across print, audiovisual, and nontraditional formats (e.g., Library of Things), and oversee staff selection and weeding responsibilities.
- Evaluate digital resources and subscriptions for value, use, and fit with community needs.
- Oversee cataloging performed within the department, including coordination with the Bridges Library System.
- Manage the adult and teen collections in accordance with the library's collection development policy, and handle requests for reconsideration of materials following established procedures.
- Oversee the arrangement and upkeep of adult and teen spaces so they remain safe, welcoming, and responsive to community use.

Outreach & Promotion

- Build and maintain partnerships with community organizations, local businesses, senior living communities, the high school, and other groups to extend library services beyond the building, including to homebound residents and others who cannot easily visit.

- Coordinate promotion of adult and teen collections, services, and programs through displays, booklists, print, web, social media, and in-person channels, in collaboration with library-wide marketing efforts.
- Represent the library at community events and on community and professional committees, including Bridges Library System meetings.

Collaboration & Communication

- Participate actively as a member of the management team in library-wide planning and interdepartmental coordination.
- Maintain effective, respectful communication with staff, the public, and community partners.
- Support and uphold library policies, procedures, values, and vision.

Professional Development

- Stay informed about research and trends in adult and teen services, adult learning, literature, and emerging technologies, including artificial intelligence, and share relevant learning with staff.
- Pursue ongoing learning, and support training for department staff, to maintain knowledge and confidence in job responsibilities.

Other

- Perform other duties as assigned to support library operations and strategic initiatives.

Required Qualifications

- Master's degree in Library and Information Science from an ALA-accredited program.
- Minimum of four years of professional public library experience, preferably in adult or teen services, including at least one year supervising staff.
- Demonstrated experience planning and delivering programs for adults or teens.
- Strong communication, organization, budgeting, and project management skills.
- Comfort with digital tools and ability to learn new technologies quickly.

Knowledge, Skills, and Abilities

- Extensive knowledge of adult and teen literature, reference tools, and collection development practices across formats.
- Knowledge of digital resources, consumer technology, and approaches to teaching technology skills to adults with varied levels of experience.
- Knowledge of current trends and best practices in public library adult and teen services.
- Ability to lead, coach, and motivate staff, delegate effectively, develop staff abilities, and lead by example.
- Ability to plan, organize, and evaluate a program of library service, anticipate issues, and adjust course when plans change.

- Excellent interpersonal skills and ability to work effectively with people of all ages, backgrounds, and temperaments.
- Ability to present well-organized, engaging content to library users, colleagues, and stakeholders.
- Competence with electronic devices, peripherals, the integrated library system (Polaris), and basic troubleshooting.
- Ability to work independently and collaboratively in a dynamic environment.
- Strong multitasking, prioritization, and time management skills.
- Ability to provide calm, capable leadership during busy periods, emergencies, and difficult situations.
- Commitment to intellectual freedom, patron privacy, and public service values.
- Willingness and ability to travel for meetings and training as needed.

Physical Requirements

- Ability to sit, stand, walk, bend, and reach frequently throughout the day.
- Ability to lift and carry up to 30 pounds; push carts weighing up to 80 pounds.
- Fine motor skills for typing, shelving, filing, program preparation, and device use.
- Ability to concentrate in both quiet and active environments.
- Visual and auditory acuity, including near and far sight, and clear speech.

PHPL Mission, Vision, and Values

Library Mission
We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

Library Vision
To be a cornerstone for an engaged and informed community.

Core Values

- Responsive, Community-Focused Service
- Outstanding User Experience
- Innovation & Learning
- Open Access for All
- Responsible Stewardship
- Intellectual Freedom & Privacy

Note: This job description is intended as a general guide and may be modified at any time based on organizational needs. It does not constitute a contract or limit the scope of work assigned. Last modified: November 24, 2026