



Are you looking for an opportunity to lead a customer service team that positively impacts the lives of others? Do you have excellent interpersonal skills? Do you want to work in a collaborative and supportive environment? If so, check out this job!

**VIGO COUNTY PUBLIC LIBRARY
HAS A JOB OPENING FOR A FULL TIME LENDING SERVICES MANAGER
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES**

Application review will continue until the position is filled.

Applicants whose qualifications best match the requirements of this position will be contacted for an interview.

Posting Date: February 23, 2023

LENDING SERVICES MANAGER: Opening for a full time 40 hours per week non-exempt management position in the Lending Services Department of the Vigo County Public Library.

GENERAL DESCRIPTION: The Lending Services Manager is responsible for the overall management and development of the Lending Services Department ensuring that customers experience excellent library services, and that staff are prepared to deliver such service. This includes managing and supervising the department's day-to-day operations and workflows; developing and implementing operational and strategic goals that support effectiveness of workflow and services; overseeing the creation and maintenance of documentation for department procedures and protocols; and actively participating in staff development to support and promote proficiencies. The Lending Services Manager provides departmental and system-wide leadership through professional management strategies, team-building, and collaborative efforts in support of the goals and objectives of the VCPL.

JOB FUNCTIONS:

Core Essential Functions:

- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.
- Provide oversight and direction for your department in accordance with VCPL's policies and procedures.
- Establish and maintain a comprehensive level of knowledge of the functions, operations, and mission of your department.
- Lead staff to meet VCPL's expectations for productivity, quality, and goal accomplishment.
- Serve as a role model that encourages accountability, integrity, constructive engagement, and teamwork.
- Establish and maintain transparent, interactive, and effective communication to facilitate department operations.
- Serve as the Manager on Duty (MOD) on a rotating schedule with other Managers.

Essential Functions Performed Daily:

- Manage and participate in the day-to-day operations and workflows of Lending staff including, but not limited to:
 - Maintain staff work schedules and perform timely review and maintenance of staff electronic time keeping processes including processing leave requests and verifying accuracy of timecard hours.
 - Schedule adequate staff coverage for service desk, delivery of outreach materials, and various other circulation activities such as daily holds processing.
 - Monitor and ensure that material handling, shelf maintenance, and shelving activities are effectively and equitably carried out by staff.
 - Assist staff as needed with customer services, circulation activities, and associated processes such as borrower registration, customer account issues, collection agency reports, and customer charges or payments.
 - Provide guidance on policy interpretation and implementation in daily operations. Ensure that staff are aware of and understand library policies.
 - Communicate with customers via mail, email, and telephone regarding services, inquiries, and or issues.
- Provide leadership and foster a team environment supporting collective staff engagement in department operations and promoting development of collaborative efforts for achieving effective and efficient processes and services.
- Model workplace behaviors that support and promote good customer service experiences, effective problem solving, and constructive interpersonal communication strategies.
- Establish and maintain procedures and guidelines that instruct and support staff in effectively and independently conducting routine operations such as:
 - Borrower registration, customer account updates, and processing customer payments.
 - Cash register operations and daily processing of cash reports and receipts.
 - Production of holds reports, and processing holds materials.
 - Automated material handler (AMH) functions and basic troubleshooting strategies.
 - Shelving and shelf maintenance protocols.
 - Various other routine Lending operations.
- Evaluate Lending staff proficiencies and provide development and training opportunities in areas where skill levels require development, refinement, or improvement.
- Promptly address and resolve Lending Services customer problems and concerns, consulting with the Director of Support Services as needed.
- Process and manage customer accounts that have documented bankruptcy designations.
- Coordinate with the Technical Services Manager to research and resolve questions and or issues related to the ILS circulation module or other related processes.

- Collaborate with VCPL management team to explore new services, improve existing ones, and leverage intersecting services and activities for expanding visibility of Lending Services in the community.

Essential Functions Performed Periodically:

- Conduct monthly department meetings designed to inform, promote communication, and encourage staff to participate in collaborative discussion regarding department goals, evaluation and or development of processes, and other department operational issues.
- Develop and maintain a high level of knowledge about the ILS processes relevant to Lending Services operations and procedures. Coordinate with the ILS administrator to research and resolve questions and or issues related to the circulation module, item status, or other related processes.
- Consult and coordinate with branch staff regarding ILS circulation and material routing processes as needed.
- Maintain knowledge of information related to Indiana statutory requirements for public libraries such as borrower registration, record retention, etc.
- Collaborate with the Communications Department to ensure accurate Lending Services information such as borrower registration forms and procedures are available on VCPL’s website and other channels that reference such services.
- Oversee departmental supplies needs and processes to ensure adequate materials are available to support routine workflows and special projects.
- Establish and maintain accurate procedures documents accessible to Lending Services staff, Library Administrative team, and other departments or staff members as needed.
- Conduct personnel functions including, but not limited to:
 - Manage employee schedules and timecards in electronic timekeeping system including timely review/edit/approval of leave requests, timecards for bi-weekly payroll processing, and other timekeeping or employee functions as needed.
 - Oversee and participate in training new Lending Services staff on procedures, protocols, and workflow.
 - In conjunction with HR, participate in the hiring process for Lending staff including review of applications, candidate interviews, and candidate selection.
 - Conduct annual staff performance appraisals, designated milestone reviews, and remedial review with performance improvement plans as needed.
- Oversee budget development and funding request process for Lending Service including:
 - Prepare annual budget funding request in conjunction with Director of Support Services.
 - Submit order requests to the Director of Support Services.
 - Track encumbrances and expenditures, review department budget status monthly, and attend monthly budget meeting with management and administrative teams.
- Serve as the Manager on Duty for rotating evening and weekend shifts.
- Communicate with vendors providing support or maintenance for Lending Services resources/services such as collection agency, library notices, AMH, disc cleaners, etc.

- Attend continuing education workshops, conferences, and seminars to stay abreast of new and emerging library service trends.
- Participate as assigned, appointed, or elected to VCPL committees, offices, or projects.
- Perform other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate.
- High degree of mental acuity and verbal communication skills.
- Ability to effectively prioritize and organize workflow.
- Ability to utilize computer keyboard, mouse, and monitor; or use of modifying/adaptive devices or equipment with equivalent outcomes.
- Ability to file alphabetic and numerical systems.
- Ability to remain in a stationary position for long periods of time and traverse from one interior/exterior location to another.
- Ability to reach to floor level and heights up to six feet.
- Ability to move items ranging from 10-25 pounds.
- Ability to move carts from 25-75 pounds.

WORK SCHEDULE: 40 hours per week work schedule which is generally 8:00 AM-5:00 PM Monday through Friday, with one evening per week 11:00 AM-8:00 PM, and weekend rotation for Manager on Duty (MOD) schedule and special events. Requires schedule flexibility to meet department staffing needs. Sunday work hours are paid at over-time rate in accordance with the VCPL Overtime and Fair Labor Standards Act Policy.

QUALIFICATIONS:

Professional Skills:

- Bachelor’s degree or at least 60 hours of college or Associate’s degree and specialized training and experience related to the position.
- Experience leading a team, preferably, but not exclusively, in a supervisory or management capacity.
- Three or more years of library services experience required, preferably with prior experience in circulation functions.
- Experience providing instruction/training in a group or individual setting.
- Familiarity with computer systems and online platforms in general, ability to adapt to new technologies.
- Strong computer and information technology skills with experience in variety of word processing, spreadsheet, and related programs required; computer keyboard skills required.
- Ability to work independently and maintain efficient workflow required.
- Demonstrated excellent oral and written communications skills required.
- Ability to evaluate and adjust quickly to a changing work environment.
- Ability to manage concurrent multiple priorities and tasks calmly and competently.
- Ability to calmly and effectively address customer behavior that does not align with the VCPL Rights and Responsibilities.
- Ability to be available to during evenings/weekends for service coverage, events, programs, professional meetings etc.

- Must possess a valid Driver’s License.
- Must have acceptable driving record for the previous five years.

Interpersonal Skills:

- Ability to provide strong leadership and interact as a team member in a multicultural environment required.
- High degree of resourcefulness, tact, patience, and demonstrated good judgment required.
- Demonstrated interpersonal skills and the ability to work effectively with a wide range of people in a diverse community.
- Ability to conduct public speaking and programs required.
- Ability to maintain confidential information required.
- Enthusiasm and prior experience in working for the public desired.
- Ability to project friendliness, enthusiasm, and positivity required.

WAGE: Job Class 3, full-time non-exempt position starting rate of pay is \$22.9351 per hour, equivalent to an annualized wage of \$47,705.06 (approximately \$1,834.81 bi-weekly in 2023, based on two 40-hour workweeks).

BENEFITS: Optional participation in the Anthem Blue Cross Blue Shield PPO Health Plan or High Deductible Health Plan with HSA, Anthem Blue View Vision Insurance, and Guardian Dental insurance (Through September 30, 2023 employee contributes \$162.66 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$24.22 per month for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. Tuition reimbursement is available to VCPL employees in accordance with the VCPL Staff Development policy.

APPLICATION

Preferred methods of application: 1) Visit <https://vigolibrary.org/about-2/careers/> to download the VCPL employment application form. Email the completed form along with cover letter and resume to application@vigolibrary.org ; or 2) submit application materials online at www.indeed.com.

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Vigo County Public Library is an E-Verify Employer.

***Current VCPL employees who wish to apply for this position must complete a VCPL employment application form and submit it with cover letter and resume to Human Resources.**

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.

Human Resources, Vigo County Public Library