

**North Canton Public Library
Adult and Teen Services Manager**

Job Title: Adult & Teen Services Manager

Immediate Supervisor: Director

Status: Full-time, Exempt

Salary: \$58,000 per year commensurate with skills and experience

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

The Adult & Teen Services Manager leads a dynamic team responsible for delivering exceptional service at our Adult & Teen Services Desk and creating engaging programming for adult and teen audiences. This position combines strategic vision with everyday presence, ensuring the department functions as a hub of community connection, support, and discovery.

The ideal candidate brings a steady, collaborative leadership style—someone who builds trust, fosters professional growth, and cultivates a supportive environment where staff feel valued and equipped to succeed. As a member of the library's management team, the Adult & Teen Services Manager contributes to system-wide planning, cross-departmental collaboration, and long-term strategic goals.

Job Responsibilities: Working closely with the Library Director, the Adult & Teen Services Manager will:

- Lead, mentor, and support the librarians and associates in the Adult & Teen Services Department by modeling clear communication, consistency, and approachability;
- Lead and motivate staff in providing the highest quality service to all internal and external customers;
- Ensure high-quality, innovative, and responsive programming for adults and teens;
- Foster staff development through regular coaching, thoughtful feedback, and targeted training opportunities;
- Promote a positive, inclusive, and respectful workplace culture;
- Collaborate with other managers to align departmental goals with the Library's mission and strategic priorities;
- Maintain awareness of trends in public library services, adult learning, and teen engagement;
- Manage department scheduling and budgeting within assigned areas;
- Contribute 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
- Interpret the Library's policies and procedures to the public in a customer-friendly manner and lead staff to do the same
- Train staff in computer and database utilization and reference skills, as needed
- Select, purchase, and maintain electronic databases
- Recommend print and non-print materials for purchase
- Oversee the use of public computer stations and set procedures
- Work with the Director to formulate policies related to the Library's reference services; interpret and assures the implementation of these policies

Qualifications and Requirements:

- Knowledge of professional library principles, methods, techniques, and procedures
- Knowledge and understanding of library culture and professional reference procedures
- Familiarity with emerging technologies, programming formats, and diverse outreach strategies
- Experience with navigating, improving, and maintaining department morale
- Ability to effectively manage in a calm, consistent 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.