Job Title: Library Manager

Job Level: Level 4 (no MLS) or Level 5b (with MLS)

Department: Branch

Reports To: Assistant Director

POSITION SUMMARY:
Directs and oversees the day-to-day operations of a work unit, such as a library department, branch, or work group within a branch or department. Schedules, supervises, trains, and evaluates staff. Works with direct supervisor, support staff, and subordinates to ensure that the work unit meets county wide operational and strategic goals as well as customer service standards. Performs many of the same duties as subordinate staff and is familiar with all the functions and staff responsibilities of the work unit. This is an FLSA exempt position.

EDUCATION AND EXPERIENCE:
- Bachelor’s degree (minimum). MLS preferred.
- Three to five years of recent (within last 5 years) customer service experience, including at least 3 years direct staff supervision, is required.
- Library experience preferred.

SCOPE OF RESPONSIBILITY:
- **Staffing Responsibility**: Supervises work within a unit. Responsible for training, instructing and scheduling work within a unit. Responsible for performance evaluations.
- **Supervision Received**: Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are routinely referred to a supervisor for assistance and approval.
- **Customer Satisfaction and Service**: Understands and communicates complex information, resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.
- **Decision Making Impact**: Productivity or actions affect the work of others in the immediate work unit or several customers.
- **Communication**: Interaction requires a great deal of tact, sensitivity and cooperation, facilitating conversations with or providing information to members of the public or staff who may have differences of opinion. Level of contact is primarily with library users, clerical, technical, public service staffs, and/or supervisors.
• **Complexity:** Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

• **Budget Responsibility:** Tracks a spending budget. Keeps budget records, including cash receipts, and monitors budget expenditures, notifying the appropriate supervisor of problems or issues. Approves and submits time sheets.

**REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:**

• Works closely with direct supervisor and subordinates to ensure that daily and long-term priorities and deadlines are met within the framework of the library’s strategic plan goals, standards, policies, procedures, and guidelines.

• Supervises day-to-day work of all employees. Delegates and coordinates assignments. Resolves routine staff concerns and refers complex problems to the direct supervisor.

• Writes performance evaluations of selected staff. Works with the direct supervisor or other manager on performance evaluations of selected staff.

• Conducts in-house orientation of new employees and directly provides or arranges with the direct supervisor for help with ongoing problems-solving assistance, instruction, or training as needed.

• Communicates, interprets, and explains the library’s goals, standards, policies, procedures, and guidelines to staff.

• Oversees the hiring, scheduling, and evaluation of library volunteers.

• Schedules all employees and reviews, approves, and submits time records.

• Oversees branch cash handling and maintains records of all receipts, including donations and grants. Reviews or prepares cash reconciliations and bank deposits.

• Tracks, codes, and submits invoices and expense reimbursements for payment.

• Monitors the building interior and exterior, public areas, and staff areas to ensure they are safe, functionally sound, uncluttered, and visually appealing. Submits help desk requests to the facilities department as needed.

• Maintains awareness of maintenance or improvement work conducted by facilities employees and outside vendors. Reviews work when completed and reports problems to the facilities department. Serves as primary contact in the work unit for facilities concerns.

• Monitors computers and network equipment and submits help desk requests to the information technology department. Maintains awareness of maintenance, repairs, and upgrades to computers and network equipment. Serves as the primary contact in the work unit for information technology concerns.

• Oversees the flow of incoming and outgoing library materials including gift books. Ensures that items are deployed efficiently for circulation. Ensures that the library collection is weeded and orderly and that ongoing displays of library materials are maintained. Serves as the primary contact in the work unit for collection management concerns.
• Branch Library Managers regularly perform duties of service desk staff including emptying book drops, checking in book drop or other items, fulfilling holds, shelving library materials, with new items and A/V the first priority, checking out items to library users, answering library user questions, referring as needed to other staff, and answering the phone, referring as needed to other staff (from Scheduling Guidelines).
• Department or Work Group Library Managers are familiar with and may perform duties of subordinate staff.
• Makes adjustments to workflow as needed to ensure effective and efficient customer-service.
• Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations.
• Acts as liaison with outside community groups and agencies. Participates with the direct supervisor in Friends group meetings and activities.
• Attends and participates in meetings and training sessions.
• Serves as a member or leader or committees or project teams.
• Participates in planning for library services.
• May conduct formal training sessions or serve as a mentor.
• Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS, AND ABILITIES:
• Demonstrated proficiency in supervision and teamwork.
• Positive, enthusiastic, user-oriented approach to public service. Strong customer service orientation.
• Considerable knowledge of library practices and classification systems.
• Ability to relate well and effectively communicate.
• Ability to manage, direct, coordinate, and evaluate the work of various levels and types of subordinate staff and volunteers.
• Training, coaching, and mentoring skills.
• Willingness to exercise proper authority and ability to grant logical exceptions to policies and procedures when warranted.
• Reliability and accepting of responsibility for all assigned tasks and deadlines.
• Friendly and professional in-person and on the phone.
• Knowledge of current principles, laws, policies, methods, and standard practices pertaining to library management and administration.
• Time management and planning skills.
• Uses sound interpersonal and social skills to deal with the demands and stress of working in a customer service oriented operation.
• Projects a strong team ethos and contribute/work effectively within a team environment.
• Empathizes with, and appropriately responds to, the needs of all members of the public.
• Ability to initiate positive change and develop more effective ways of working.
• Keeps up to date with fast moving technological changes.
• Works at times without supervision and takes ownership of problems and their resolutions.
PHYSICAL DEMANDS:
Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.  
Occasionally – The person does the activity up to 33% of the time.  
Frequently – The person does the activity 34% to 66% of the time.  
Continuously – The person does the activity 67% to 100% of the time.

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<th>Activity</th>
<th>None</th>
<th>Occasionally</th>
<th>Frequently</th>
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<td>Standing</td>
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<td>Walking</td>
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<td>Repetitive Hand Motion</td>
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<td>Reaching/Working Overhead</td>
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<td>Climbing or balancing</td>
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<td>Stooping, kneeling, crouching or crawling</td>
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Does this job require that weight be lifted or force be exerted? ☒ Yes ☐ No  
If so, how much and how often?

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<th>Activity</th>
<th>None</th>
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<td>Up to 10 pounds</td>
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<td>Up to 25 pounds</td>
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<td>Up to 50 pounds</td>
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<td>Up to 100 pounds (force exerted)</td>
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<td>More than 100 pounds (force exerted)</td>
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