



## METROPOLITAN LIBRARY SYSTEM

### Job Description

<b>Job Title:</b> Library Manager II	<b>Position Code.:</b> 1171-120
<b>Reports To:</b> Regional Director	<b>Classification:</b> Exempt
<b>Division:</b> Guest Services	<b>Date:</b> 03/2024

#### **JOB SUMMARY:**

Under administrative direction provides leadership and direction for library staff at a large library or a group of small community libraries; plans, organizes and manages all operations of the library including supervising staff. Assists users in the use of materials, equipment, and/or services provided by the library.

#### **ESSENTIAL JOB FUNCTIONS:**

- Provides excellent customer service, including answering questions and helping customers locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with customers.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission and core values in mind.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; training staff as necessary on basic job functions.
- Assists in succession planning; provides coaching and mentoring for direct reports and indirect reports.
- Plans, organizes and directs the day-to-day operations and staff of a library to ensure efficient and effective public service; interprets policy and procedures; resolves daily operational problems; oversees and ensures that the location is well-ordered, appealing and inviting.
- Coordinates local library services with location leaders.
- Participates in strategic planning for the location's programs, services, events and collections.
- Communicates effectively with staff at all levels.
- Consults with the Regional Director, the Deputy Executive Director/Public Services and other members of the executive leadership team regarding areas of concern and recommends changes as needed.
- Evaluates/assesses library standards and services at location.
- Maintains positive customer and staff relationships including handling customer and staff complaints, comments, and issues.
- Promotes Library use within the service area by establishing relationships with community partners.
- Prepares annual budget requests based on the personnel, services, equipment, and materials needed to provide library services; monitors adherence to budget.
- Prepares reports and directs the maintenance of statistics to evaluate services on a regular basis.
- Uses broad and comprehensive knowledge of current library theories and practices to provide modern services.
- Interprets customer needs and connects them with appropriate resources.
- Participates in hiring staff, in conjunction with the Regional Director and the Human Resources department.
- Uses team building techniques to champion a positive team spirit.
- Assists customers with basic computer needs and emerging technologies.
- Oversees location's overall collection, including maintenance and weeding.
- Acknowledges and accepts Materials Reconsideration Form from customer; discusses with customer prior to sending to the Collection Development department.
- Collaborates with the Marketing and Communications department in routine publicity for the local media.
- Assists in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information, as needed.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, and the problem-solving processes.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.

- Makes presentations to staff and decision-making groups, as assigned or required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Occasional travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking .

**INTERACTION:**

- Interaction with all levels of staff, customers, partners, Library Commission members and the public.

**MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

- Bachelor's degree from an accredited college or university; and,
- Three or more years of personnel management experience with evidence of progressive responsibility and effective approaches to problem-solving and decision-making.

**Licenses and Certifications:**

- None

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- ALA accredited master's degree in Library and Information Science
- Customer service experience in a public library setting
- Modern professional library principles, practices and procedures
- High level of comfort with computing, online databases, office productivity software and emergent technologies.
- Experience building sustainable community relationships .
- Experience in human services and/or working with at-risk populations.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Management principles and practices, including goal setting, budget development/implementation and staff development and motivation.
- Methods and techniques of research, statistical analysis, and report presentation.
- Outcome-based planning and evaluation.
- Applicable state, federal and local laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Communicating ideas and thoughts clearly, succinctly and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative and independent judgment.
- Hiring, motivating, developing, and directing staff in a collaborative team environment.
- Planning, organizing, assigning, directing, reviewing and evaluating staff work .
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking, logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Utilizing effective and creative problem-solving skills.

- Preparing clear and concise reports, correspondence and other written materials.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.

**Mental and Physical Abilities:**

- Ability to effectively listen to employees as part of understanding their needs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to remain calm in unpredictable situations.
- Ability to handle situations that involve behavioral issues.
- Ability to manage frequent interruptions with maximum flexibility.
- Ability to develop rapport with individuals of diverse backgrounds with empathy and sensitivity.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position supervises multiple library staff.

**WORK ENVIRONMENT:**

- Works in a library setting with some physical discomforts associated with changes in weather. Requires face to face interaction with staff and the public daily.
- Schedule will include evening and weekend hours depending on the needs of the library.
- This position is eligible for Core and Emergency telework.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.