GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for working collaboratively with the Director of the Department of Libraries & Information Services in planning, evaluating, and directing the operations of the Library. May serve as Director in the absence of the Director. Serves on the department’s Executive Team. Reports to the Director of Libraries & Information Services.

ESSENTIAL JOB FUNCTIONS

Plan, organizes, directs and coordinates library activities and operations. Assesses needs, recommends programs, implements programs, and evaluates program effectiveness. Oversees and develops short and long-term strategic goals pertaining to the planning and development of operational processes of the library system.

Oversees program offerings within branches and community outreach. Plans and coordinates services to meet current and anticipated future needs of the community.

Responsible for the effective supervision and administration of the Public Services Division to include budget management and monitoring expenditures including purchasing and financial transactions. Responsible for staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates the organizational structure of the Public Service Division by assessing staffing needs and recommends changes to allocated positions and divisional structure as needed. Establishes and implements management systems within the Public Service Division to effectively meet operating goals and objectives.

Researches and prepares recommendations and reports for the department director. Develops and recommends policies and procedures for the effective and efficient operation of the libraries as related to the City’s priorities and the department’s strategic plan and service needs. Directs the identification and analysis of opportunities for service enhancements; coordinates change management and project management for key initiatives.

Ensures safety and security in Library buildings through coordination with various City and private building service and security service organizations. Plans, designs, and makes recommendations for building projects and service delivery. Assists in the formulation and development, adoption, implementation, and evaluation of the Library’s Capital Improvement Plan (CIP) budget. Manages capital projects.

Responsible for resolving inquiries, problems, and complaints submitted to the Director’s Office by internal and external customers and employees.
Participates in professional meetings, serves on local, city and community committees, acts as a liaison with the local community by working with library users, Library Board, Friends of the Library, Library Foundation, local government and civic organizations, education agencies, and other libraries. Works with library management to determine library needs, performs community analysis, and informs the public of available library services.

Performs other duties as assigned.

**PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

**REQUIRED KNOWLEDGE**

- **Library Administration** – Comprehensive knowledge of the principles, methods and practices of library science. Thorough knowledge of library related database systems and networks to include automated circulation systems, on-line bibliographic retrieval services and cataloging services.
- **Management of Personnel** – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection, and the use of personnel information systems.
- **Budget** - Knowledge of general accounting principles, financial computations, statistical analysis and forecasting techniques. Knowledge of basic budgeting principles and practices.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

**REQUIRED SKILLS**

- **Performance Management** – Monitoring/assessing performance of other individuals, or the organization to make improvements or take corrective action. Motivating, developing, teaching and directing people as they work, identifying the best people for the job.
- **Critical Thinking** – Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Judgment and Decision Making** – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationships** – Maintains high morale among all department employees. Shares knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and professional relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

**REQUIRED ABILITIES**
• Coordination of Work – Ability to establish and implement effective administrative and management programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Implements work activity in accordance with priorities and estimated schedules. Performs a broad range of supervisory responsibilities over others. Highly developed ability to evaluate plan alternatives in relation to trends, costs, and social pressures and needs.

• Communication – Excellent ability to effectively communicate complex ideas and proposals to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.

• Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Master’s Degree in Library Science from an American Library Association (ALA) accredited library school and 5 - 7 years of progressively responsible experience in managing a library system with 3 - 5 years of supervisory experience, or an equivalent combination of education and experience. Requires certification as a professional librarian by State Board for the Certification of Librarians/the Library of Virginia.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver’s license with an acceptable driving record.

Requires certification as a professional librarian by the Library of Virginia within 6 months of employment.

PHYSICAL REQUIREMENTS

• Requires the ability to exert light physical effort in sedentary to light work.
• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
• Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
• Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.