



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
LIBRARY MANAGER
LIBRARIES & INFORMATION SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for supervising, monitoring and evaluating the operations and staff of a branch library or division and assisting in the planning and implementation of library services in alignment with organizational vision, mission, values, and goals. Reports to the Assistant Director of Libraries & Information Services.

ESSENTIAL JOB FUNCTIONS

Manages all activities, programs, services and systems in the branch library or division. Responsible for the effective supervision of assigned staff to include leave approval, performance management, employee relations, prioritizing and assigning work and related activities. Plans and oversees work of staff; establishes goals and objectives and monitors progress to ensure goals are met; ensures all work is completed in a timely manner and reviews completed work. Assists with the training and coaching of staff regarding customer service policies, procedures, and standards.

Manages and participates in all operations of the branch library including circulation, reference, computer labs, youth services, and programming activities. Analyzes problems that affect the service efficiency and productivity of the frontline staff. Monitors staff schedule to ensure proper coverage. Identifies and analyzes building security, maintenance, and equipment issues. Acts as a customer service liaison for the Library System by performing complaint resolution.

Assists in the planning and implementation of library services in alignment with organizational vision, mission, values, and goals. Provides input for the Library System's strategic plan and policy development. Manages the budget associated with the assigned branch or function.

May provide support to the operation of other library facilities.

Promotes public awareness by making presentations to community groups and civic organizations. Monitors community trends; and strategically partners with community agencies and organizations. Takes part in professional conferences and meetings; keeps informed of current professional literature and trends.

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 KNOWLEDGES

- Library Administration - Comprehensive knowledge of the principles, methods and practices of library science. Knowledge of library related database systems and networks to include integrated library systems. Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment to include computers and devices.
- Supervision - Knowledge of supervisory 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.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services.
- Community Engagement- Knowledge of service area community demographics and needs. This includes developing working relationships with community partners and working collaboratively to affect positive impact through library programs and services.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer to enter and retrieve information, as well as library software to effectively complete a variety of tasks with reasonable speed and accuracy.
- Judgment/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 - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations and the public.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.

REQUIRED ABILITIES

- Communication - Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of patron issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibility over others.
- 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 3-5 years of library experience including 3-5 years experience in a lead or supervisory capacity or an equivalent combination of education and experience.

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.

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 HAZARDS

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