

LIBRARY SERVICES MANAGER

Position Code: 2150

WC Code: 8810

FLSA Status: Exempt

Pay Grade: 355

Location: Library

Approval Date: 2023

General Statement of Duties

Performs professional level library service in the management, supervision, and development of library services to the public in one of three divisions of the library: Youth Services, Technical Services, or Circulation Services. Provides supervisory oversight of the daily operations of the library division which may include any combination of the following: collection development, budget monitoring, access to online and physical collection, programming, physical and digital space as well as staff development.

Distinguishing Features of the Class

An employee in this class performs supervisory and professional library work in the planning, organizing, promoting, directing, supervising of services in a library division and work may require the application of specialized library techniques. Employee in this class serves on the Library Management Team to develop strategies for moving the library forward in partnership with other key staff and the community. Work may be performed in circulation services, youth services, or digital and technical services. An employee in this class contributes to a work environment that encourages high performance, collaboration, innovation, and customer service. Employee must exercise initiative and independent judgment in staff supervision, including training, direct monitoring of performance, customer service. The position has a close working relationship with other Town Departments, and a communication level relationship with the support entities of vendors and other organizations that provide and maintain services to library patrons. The position reports to the Library Director.

Duties and Responsibilities

All aspects of personnel: recruiting, interviewing, hiring, training, evaluating and disciplinary action as needed.

Leading; scheduling; mentoring; team building; resolving disagreements; communicating and modeling policy/procedure changes, delegating work duties to staff to attain objectives.

Leading in the event of an emergency.

Formulating yearly budget requests in consultation with the Library Management to achieve division goals.

Answering patron questions; reader's advisory; reading books and journal articles to stay informed about current trends; attending workshops, webinars, conferences.

Participating in managerial group that provides support and implements policies as directed by the Library Director.

Serving on the various committees to provide and coordinate library services; Cultivate and maintain relationships within the community to promote and strengthen Library Services including public speaking as needed.

Effectively resolving patron and staff matters and address behavioral issues in a timely, tactful manner

Submitting help desk requests regarding building and grounds repairs and technology issues

Collecting statistics and creating reports regarding library services, technology and digital usage; Create analysis report per management and staff requests including monthly report to the library management team and State Library Survey.

Performs related duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of the principles and practices of supervision and customer service as applied to a major library service.

Ability to train, supervise and evaluate personnel in library services.

Thorough knowledge of the various types of genres and reference works, literature, technical library publications, and audio-visual materials and formats including audiobooks, films and television, digital materials

Thorough knowledge of automated library systems including database management

Knowledge and ability to use reference tools, classification, cataloging, acquisition, and circulation.

Knowledge of subject interest and reader's advisory

Considerable knowledge about accounting procedures and reconciling financial records.

Ability to express oneself effectively and concisely, orally and in writing.

Ability to plan, organize, supervise, and direct a complete program or division of library services.

Ability to establish and maintain effective working relationships with vendors, associates, subordinates, community groups, and the public.

Considerable skill in customer service and troubleshooting problems with library patrons.

Thorough knowledge of automated library systems including database management

Considerable knowledge of computer maintenance, software, and hardware applications in a library

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel objects, talk, and hear. The employee is occasionally required to climb, kneel, stoop, and crouch. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard. Must be able to perform medium work exerting up to 50 pounds of force occasionally; and/or up to 20 pounds of force frequently; and/or up to 10 pounds of force constantly to move objects. Lifts and carries books and materials up to 20 pounds. Employee must be able to manually push and or pull mobile library carts in excess of 100 pounds.

Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Master's Degree in Library Science from a college or university accredited by the American Library Association, two to four years of experience in a public library setting, preferably in public library with progressive responsibilities or an equivalent combination of education and experience.

Special Requirement

Possession of or ability to obtain the Public Librarian Certificate as administered by the Department of Cultural Resources, State Library of North Carolina.