

# Library Manager I



## General Summary of Classification:

Under general supervision, manages the daily operations of a branch library or small division, overseeing circulation, reference, programming, and staff activities. Ensures quality public service delivery and compliance with policies. Collaborates with community partners and contributes to system-wide initiatives; performs other duties as assigned.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Manages daily operations at a branch library or serves as Assistant Manager at an Area Library or leads the Outreach or Programming Division and provides formal supervision for assigned library staff.
- Oversees tasked day-to-day library operations, including circulation, programming, reference, and collection maintenance.
- Assists with hiring/selection, provides training, coaching and feedback, scheduling, performance, and work assignments.
- Supervises, schedules, and evaluates a small team of library staff and volunteers.
- Serves as subject matter expert providing leadership, overall administration and technical expertise for an assigned location.
- Assists with Branch budget development and monitors expenditures.
- Maintains branch statistics and prepares reports as needed.
- Directs Plans and implements age-appropriate programming for children, teens, and adults.
- Provides direct public service including reader's advisory, reference assistance, and basic tech support.
- Represents the County and Library in public speaking engagements; may prepare reports and presentations as assigned.
- Works with the Library Manager II, Public Services Administrator and Human Resources on disciplinary actions, accommodations, and other personnel processes.
- Responds to and resolves patron inquiries and complaints in a professional and timely manner; demonstrates strong de-escalation and conflict resolution skills.
- Ensures adherence to library policies, procedures, and safety protocols.
- Recommends and/or assists in the establishment, implementation, enforcement, & monitoring of library policies and procedures.
- May lead or serve on special Library or County committees, project teams or specialized task forces as assigned.
- Coordinates facility maintenance requests and ensures the library environment is clean and safe.
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Knowledge of library principles and practices, including cataloging, circulation procedures, collection development, and reference service delivery in a public library environment. Familiarity with library automation systems, intellectual freedom, and ADA/accessibility standards; sound knowledge of library best practices, guidelines, equipment, and tools.
- **Technical:** Proficiency in Microsoft Office Suite, integrated library systems (ILS), basic office software; able to troubleshoot public technology including computers, printers, and mobile devices; sound working knowledge of department information systems, IT infrastructure, hardware, software, and equipment.
- **Interpersonal, Communication and Customer Service:** Excellent communication skills with the ability to resolve complex and sensitive issues independently; collaboration skills with the ability to develop and maintain effective working relationships with internal and external customers; ability to work and communicate with diverse audiences.
- **Decision-making and Authority:** Ability to work independently with minimal oversight from supervisor.
- **Leadership:** Demonstrated proficiency in developing and leading projects and project teams, including effectively managing resources; excellent supervisory skills, with the ability to monitor, train, mentor, and direct the work of others.
- **Environment:** Typically works in an office setting.
- **Physical:** Physical ability sufficient to perform assigned duties.

## Minimum Education and Experience may vary based on assigned department and operational need:

**Education:** Master of Library Science degree.

**Experience:** Four (4) years of relevant library work experience, with two (2) years of relevant supervisory experience.

**OR:** Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

## Other Requirements (License, Certifications, Training, etc.) will vary based on assigned department and operational need:

- Valid driver's license to perform assigned duties at various locations.
- Librarian's Certification from the VA Board for the Certification of Librarians.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.