

Library Manager II



General Summary of Classification:

Under limited departmental oversight manages a large branch or multiple library service units with expanded programming, staffing, and administrative responsibilities; provides leadership in policy implementation, service innovation, and community engagement; provides guidance and direction to subordinate Library Manager I's and staff; 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.

- Directs daily operations of an Area Library and multiple departments, ensuring seamless service delivery.
- Manages operations at an area library and oversees Library Manager I with responsibilities for managing a branch library; may provide direct supervision to other assigned staff and indirect reports as assigned
- Oversees hiring, training, supervision, and evaluation of full-time, part-time, temporary and seasonal staff and interns.
- Works with the Public Services Administrator and Human Resources on disciplinary actions, accommodations, and personnel processes.
- Responds to and resolves patron inquiries and complaints; demonstrates strong de-escalation and conflict resolution skills.
- Leads planning and delivery of robust library programming for all age groups.
- Develops and implements strategic service initiatives in alignment with system-wide goals.
- Oversees facility operations and major maintenance coordination in collaboration with General Services and Library Administration.
- Prepares operational, financial, and/or statistical reports for upper management.
- Acts as the local primary liaison for community partnerships, advisory boards, and stakeholders.
- Coordinates or recommends training sessions and professional development opportunities for branch staff.
- Coordinates with Library Communications & Media Manager for local public relations efforts including outreach events, media contact, and promotional campaigns.
- Analyzes usage data and community demographics to adjust services proactively.
- Coordinates emergency preparedness, safety drills, and collaborates with Library Administration for continuity of operations planning.
- Participates in policy development, system-wide planning committees, and pilot projects.
- Assists with Branch Cluster budget development and monitors expenditures.
- Serves as liaison and represents the County/Library at public speaking events as assigned.
- Serves as subject matter expert and provides leadership, guidance, and technical expertise for the assigned staff.
- Assists with the development and implementation of staffing plans, and operational policies and procedures.
- Interprets policies and procedures for assigned staff and the public.
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Advanced knowledge of public library administration, including strategic planning, budgeting, staff development, and policy application. Understanding of library trends, intellectual freedom, public service ethics, and data-informed service planning; knowledge of best practices and guidelines as well as the latest library equipment and tools.
- **Technical:** Proficiency in Microsoft Office Suite and integrated library systems, data analytics tools, and collaborative technology platforms. Ability to lead digital service innovations and train staff in emerging technologies.
- **Interpersonal, Communication and Customer Service:** Excellent leadership, coaching, and conflict-resolution skills; strong written and verbal communication for public presentations, staff management, and stakeholder engagement; demonstrated ability to foster inclusive, community-centered service environments; ability to work and communicate with diverse audiences; sound public speaking skills with the ability to prepare and give effective presentations.
- **Decision-making and Authority:** Ability to work independently with minimal oversight from supervisor.
- **Leadership:** Ability to motivate, coach, and develop others, as well as influence teams to achieve common goals, and implement organizational strategies and change.
- **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: Five (5) years of relevant library work experience, with two (2) years of relevant supervisory experience and minimum of one (1) year of relevant experience managing a library.

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.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all the job duties and responsibilities that may be assigned to a specific position in a job classification.