



Grand County

Job Description

Title:	Library Services Manager	Job Code:	2105
Division:	Adult Services	Effective Date:	09/2017
Department:	Library Services	Last Revised:	

GENERAL PURPOSE

Performs a variety of **professional administrative and supervisory duties** related to planning, organizing and promoting the operations and activities of an assigned service area.

SUPERVISION RECEIVED

Works under the general supervision of the Library Director.

SUPERVISION EXERCISED

Provides close to general supervision to fulltime and part-time staff, including Library Assistant(s) and Library Clerk(s) and various volunteers/community service workers.

ESSENTIAL FUNCTIONS

Administrative Functions: Prepares Board packets for the Library Board, attends Board meetings, may act as Library Board Secretary; oversees the following daily operations of the library including circulation/information desk duties, patron relations/complaints, technical services and interlibrary loan; oversees maintenance of the library's collections.

Researches and assists to formulate and implement library policies and procedures; provides ideas and suggestions toward the improvement of policies and services; provides feedback and assistance to the Director in the formulation of the budget, fundraising, and revising the Library's Strategic Plan; procures and administers grants.

Follows established process, procedures, practices, code or protocol interacting with assigned patron group(s), including adult, teen and/or children; develops, recommends and implements various specialty programs and services for targeted group(s), such as, lectures, films, book groups, special events, etc.

Financial Functions: Oversees and manages a budget; monitors budget status to ensure compliance with established spending limitations and constraints; recommends expenditures.

Personnel/Staffing Management: Assists the Library Director with training new employees, and is part of the collection management team and the hiring committee; in coordination with the Director supervises library staff and delegates jobs as needed; participates in the hiring and periodic evaluation of library staff in accordance with Grand County policies; trains new employees as needed; schedules, trains, and supervises volunteers and community service workers.

Public Relations: Assists the Director with formulating and implementing library policies and procedures, maintaining public relations and a high level of customer service; assists to manage internal and external communications including use of brochures, signs, newsletters, social media, library website, fliers, newspaper articles, and radio; identifies and pursues public relations opportunities to promote goodwill and educate the community regarding library services; develops and recommend changes and improvements in service and community outreach; serves as staff liaison with the Friends of the Library as needed.

In coordination with the Library Director, writes correspondence, policies, and procedures; speaks to community groups and publicizes library programs; assists with patron complaints to maintain patron satisfaction; assists "high maintenance" or "difficult" patrons as needed.

Library Services: Oversees the daily operations of the library related to the circulation desk, information desk, programming and technical services; assists Library patrons at all three public service desks.

Participates in the development of library collection; orders, reviews and recommends books and other materials selected for purchase; assists with book cataloging, processing and shelving; responds to reference questions; assists patrons and staff in all areas of the Library.

Teaches patrons and staff how to use the library's computers, software, digital resources, online catalog, and the internet. Assists patrons and staff by troubleshooting computer problems.

Professional Development: Attends various conferences and workshops related to public librarianship to receive training related to latest trends in library services, operations, practices and procedures.

Customer Service: Provides quality customer service by providing timely and accurate information to the public; portrays a positive public image and works with the public and other employees in a courteous and professional manner.

Performs related duties as required.

MINIMUM QUALIFICATIONS

- 1. Education and Experience:
 - A. Graduation from college with a bachelor's degree;
 - AND
 - B. Three (3) years of library experience;
 - OR
 - C. An equivalent combination of education and experience.

- 2. Required Knowledge, Skills, and Abilities:

Considerable knowledge of library issues such as censorship, formats, trends in library usage, and other issues pertinent to successful library management; theories, principles and objectives of library service; information services and collection development; current trends and developments in library services; principles of supervision; training and staff utilization principles; legal and political issues affecting library operations and management; resource development related to grants, donations, trusts, etc.; computer technologies affecting the future of library operations and services, i.e. library automation software, patron accessible databases, etc.

Skill in interpersonal communications and creative problem solving.

Ability to direct the work of others; establish and maintain effective working relationships with employees, other agencies and the public; multi-task and maintain concentration and flexibility with regard to frequently changing conditions and problems; communicate effectively, verbally and in writing; implement cooperative problem-solving processes; anticipate changing needs for services and facilities; operate personal computer and various software applications for word processing, collection management, library automation systems and spread sheet information; access e-mail and effectively functions in a computerized communications environment.

- 3. Special Qualifications:

Must possess a valid Utah Driver's License.
 Must complete a twelve (12) month probationary period.
 Must successfully complete a pre-employment drug screening and background check.
 Work is performed during day, evening, and/or Saturday shifts at the Grand County Public Library.

- 4. Work Environment:

Work in this position is performed in a open office public facility with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting and reaching. Talking, hearing and seeing essential to the performance of essential functions. Common eye, hand, finger, leg and foot dexterity also utilized in performance of daily tasks. Mental application utilizes memory for details, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____
(Employee)