

LIBRARY OPERATIONS MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the Library Division within the Library Services Department; and to provide highly responsible technical support to the Library Director.

SUPERVISION RECEIVED

Receives general direction from the Library Director.

SUPERVISION EXERCISED

Exercises direct or indirect supervision of technical and clerical positions.

Provides direct and indirect supervision of security personnel.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct Library Division activities including circulation and integrated library systems, automated returns and self-check systems, equipment maintenance, and automated materials protection and security.

Plan and coordinate facilities maintenance, security and safety, coordinating with vendors and contractors as needed.

Direct, oversee, and participate in the development of the Library Division work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Collaborate with the Library Director and other managers on the development of policies, and procedures related to the clerical or technical functions and facilities and capital improvement projects.

Actively participate as a member of the Library Management Team.

Manage the library circulation function, including scheduling of personnel at circulation desk, registration of library borrowers and maintenance of library cards, overdue and reserved materials procedures, and bookmobile.

ESSENTIAL DUTIES (continued)

Assist the public at the reference desk as needed.

Serve as Acting Library Director as assigned.

Represent the division and department in City Council meetings, to other City departments, outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

Foster an environment that embraces integrity, service, inclusion and collaboration.

Be an integral team player, which involves flexibility, cooperation, and communication.

Build and maintain positive working relationships with co-workers, other City departments and employees. and the public, using principles of good customer service.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Library functions, organization, policies, procedures and rules.

Principles and practices of library operations including the use of automated/online circulation and integrated library systems.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Modern office practices, methods, and computer equipment including relevant software programs.

Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Safe work practices.

Principles and practices of excellent customer service.

Ability to:

Organize and direct Library Division operations.

Make sound decisions quickly within the framework of accepted procedures and to implement those decisions.

Work effectively as a team member on a project or permanent basis.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through leadership, discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.

Communicate effectively, tactfully and positively in both oral and written form.

Operate and use modern office equipment and technology, including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Contribute effectively to the accomplishments of City goals, objectives and activities.

EXPERIENCE AND EDUCATION

Any combination equivalent to the experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of varied and increasingly responsible library clerical experience, including at least two years of supervisory experience.

EXPERIENCE AND EDUCATION (continued)

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in library science, computer science, public administration or related field.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit or stand for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 25 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One Year

H755 Library Operations Manager

Created June 1987

Revised April 1996

Revised March 2006

Revised August 2025

EEO CODE: 5

FLSA STATUS: Exempt

FPPC STATUS: Designated