

Library Manager II

JOB TITLE: Library Manager II

FLSA STATUS: Exempt

GRADE: 40

DEPARTMENT: Public Services

APPROVED DATE: 01/1998

REVISED DATE: 11/2020, 02/2022

Job Summary

The Library Manager II position is responsible for ensuring effective operations and services in an assigned community library or Library on Wheels and Outreach Services. This position will work with people from diverse backgrounds, build and maintain relationships with library stakeholders and community leaders, and identify ways to best meet diverse customer needs.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Aligns behavior with the library's mission, values, and strategic focus in serving a diverse stakeholder community.

2. Manage the library or Library on Wheels to provide effective and efficient services that reflect the diversity of our communities and provide equity of access to its customers. Included are such actions as: planning, developing, and directing programs that serve the needs of the library's service areas and promote the mission and objectives of the Library District; directing the operation of facilities and equipment, and arranging for maintenance and repairs as required; directing and performing effective information services and reader's advisory for the Library District.
3. Provide effective direction to assigned library staff. This includes such actions as: interviewing, selecting, and training staff; scheduling and assigning staff to tasks and services; coaching staff and arranging for or giving continuing training; applying Library District personnel policies and procedures to such matters as granting and scheduling of leave, resolving grievances and discipline matters; and promoting or terminating staff members.
4. Assure the fiscal soundness of operations to include developing budgets for operations, staffing, training, equipment, and short and long range capital acquisitions; negotiating and obtaining budget approval from local government officials; monitoring expenditures compared to budget and taking necessary corrective action; directing daily accounting for library cash transactions; reviewing and approving purchases.
5. Perform effective community relations and library promotion activities to enhance the public stature and usefulness of the library to its communities. Included are presentations and business negotiations with local government officials as well as presentations to a wide variety of organizations in the public to promote the library and its programs.
6. Address disruptive customer issues to include all behaviors which disrupt other customers or staff and take appropriate action.
7. Perform effective library collection management to provide for a materials collection appropriate for the needs and interests of the library's customers. Included are such actions as: researching customer interests, materials availability, and collection content; implementing a collection maintenance plan.
8. Library on Wheels: drive large vehicles such as the Bookmobile and delivery vans to various outreach sites such as home visits, senior centers, and childcare facilities.

Additional Duties and Responsibilities

1. Act as Sno-Isle's contact with city staff; liaison to local library board; and staff support for local Friends of the Library.

2. May act as backup in the absence of District Manager.
3. Represents the library in the community as required.
4. Serves on various library committees as assigned.
5. Coordinates library volunteers as needed.
6. Prepares correspondences and reports.
7. Trains new staff as needed.
8. Attends meetings, trainings, and workshops as assigned.
9. Assists with special projects as required.
10. Perform other duties as assigned.

Supervision

The position reports to a District Manager. The incumbent directs the work of supervisory, professional, and clerical staff in performing a full range of library work.

Knowledge, Skills, and Abilities

1. Thorough knowledge of established practices and procedures for library operation and administration.
2. Knowledge of library resources, programs, and services in a public library.
3. Knowledge of advanced reference and bibliographic search methods and systems, collection management, fiscal administration, and community relations.
4. Library on Wheels: Thorough knowledge of general safety rules and principles and all Washington State driving regulations.
5. Strong customer service and communication skills.
6. Strong organization and attention to detail.
7. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
8. Ability to communicate effectively with diverse audiences.
9. Ability to work independently and to set priorities.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
11. Ability to handle and resolve disruptive behavior effectively.

12. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, email, and internet navigation in addition to other office equipment and security systems.
13. Ability to provide a valid driver's license from the State of Washington required.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Master's degree in library science from an accredited university is required.
2. Four years related professional librarian experience required or equivalent combination of technical training and related experience.
3. One year of supervisory or management experience required.
4. Provide a Washington State Librarian certificate within 60 days of hire.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work of incumbents is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. An incumbent may occasionally move objects or materials weighing up to 35 pounds.

There is constant interpersonal contact with staff members and with customers of various ages and social groups. These contacts and situations are deemed to be generally safe, but require incumbents to be cordial, helpful, and skilled in effective interpersonal skills with others both in the public and within the Library District. At times, these interactions may involve hostile, disruptive, or disgruntled members of the public. These conditions are not deemed to be inherently dangerous but may be disagreeable on occasion.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.

Library on Wheels: An incumbent in mobile services unit is required to operate delivery vans and the bookmobile in accordance with the Library District's safety standards, and be able to communicate with customers in conditions with background noise or with customers unable to produce normally audible speech.