

**Job Title: Library Manager****Status: Hourly; Non-Exempt; Limited benefits available****Hours: 29 hours per week; Some evenings required****Position Summary**

The Library Manager is a knowledgeable and enthusiastic team leader with a strong commitment to public service. The purpose of this job is to coordinate and manage the daily operations of the Library, ensuring excellent customer service and satisfaction for library patrons. The Library Manager provides direct customer service, supervises staff, participates in community outreach efforts, manages projects, participates in meetings, resolves issues, and assumes additional responsibilities as needed.

**Minimum Training and Experience**

Required:

- 2-3 years of experience working in a public library
- Progressively responsible supervisory experience
- Customer service experience

Preferred:

- A Master's Degree in Library Science from an ALA-accredited institution
- State of Georgia Librarian certification
- Bilingual ability (English-Spanish)

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

**Representative Duties and Responsibilities**

The following duties are normal but not all-inclusive expectations for this job.

- Provides direct customer service to library patrons, assisting them with all aspects of library service
- Plans, oversees, implements, monitors, and evaluates library operations and activities
- Ensures effective and efficient use of equipment, supplies, and personnel
- Assists in preparing and presenting budget requests
- Attends Library board meetings and reports on library activities
- Maintains and submits required reports; monitors budget expenditures; works as a team with other staff to ensure efficient delivery of services
- Initiates ideas for library growth and development
- Participates in community organizations, promoting the library's image and programs
- Responds to and resolves inquiries regarding service complaints, safety issues, and facility concerns
- Evaluates local materials collection and patron materials needs; works with collection development staff to budget for, select, and weed library materials collections
- Keeps abreast of trends and developments affecting libraries; attends workshops and professional meetings for professional development.
- Meets System expectation to participate in at least two approved off-site outreach programs each year.
- Completes at least 40 hours of work-related training activities annually

May also:

- Oversee the recruitment, training, and work of library volunteers
- Act as a liaison with the contract security service

- Serve as a communication liaison between the Library Board of Trustees and the Regional Office staff
- Maintain a local file of Board minutes and information
- Attend Board of Commissioners and City Council meetings
- Serve as liaison with the local Friends of the Library organization

### **Supervisory Responsibilities**

- Supervises selected staff, ensuring excellent ongoing employee performance
- Keeps staff informed of policies and procedures
- Prioritizes and assigns work and oversees staff development
- Monitors staff performance and conducts performance evaluations for assigned staff
- Makes hiring, termination, and disciplinary recommendations

### **Knowledge, Skills, and Abilities**

Knowledge of:

- Management, supervisory, financial, budgeting, and customer service principles and practices
- Library operational and administrative principles and practices
- Principles, practices, and procedures of local government, applicable federal and state regulations, and the operations and functions of a multi-county library system
- Human resource principles and staff development
- Automated integrated library systems
- Routine and emergency building procedures

Ability to:

- Handle emergencies
- Effectively communicate and interact with subordinates, management, employees, members of the general public, and all other groups involved in the activities of the library system
- Assemble information and make written reports and documents in a concise, clear, and effective manner.
- Maintain financial reports and handle required monetary and statistical calculations
- Learn and adapt to new technologies
- Administer policies, procedures, plans, and activities
- Monitor the performance of subordinates against measured, established goals
- Use independent judgment and discretion in managing subordinates and library services, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems
- Maintain regular, predictable, and punctual attendance
- Operate a variety of library machinery and equipment.

Physical demand requirements are at levels of Medium Work.