



## City of Irving Job Description

### Senior Library Services Manager

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Library Services
<b>Job Code:</b>	L121	<b>Reports To (Job Title):</b>	Library Director

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#### **PURPOSE**

Provide administrative support to the Library Director and the library system to ensure that customers receive exceptional service.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Recommend and develop services to fulfill the City's Strategic Plan; monitor the Library's success in achieving goals and objectives.
- Provide assistance to the Library Director on developing, implementing and revising Library goals, policies, and budgets.
- Resolve issues regarding Library operations and staff; issue regarding Library customers.
- Develop concepts, practices, techniques, and innovations to improve the quality, productivity, and variety of Library services; test and evaluate new products; conduct surveys.
- Develop grant proposals and may serve as project manager for selected grants.
- Lead or participate on City/Library teams.
- Compile and synthesize statistical data and prepares reports.
- Supervise assigned staff, which includes selecting, training, coaching, assigning tasks, evaluating and disciplining.
- Manage automated and manual systems that support the operation of the library.
- Acquire new skills and refine / maintain skills through professional development.
- Provide customer service.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Perform related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 36-50 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Oversight of unit budgets. Assist in developing department budget.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Master's degree in Library Science/Information Management from an accredited American Library Association program.

### **EXPERIENCE**

- At least five (5) years of related experience, including two (2) years of supervisory experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid, appropriate, state-issued driver's license.

### **KNOWLEDGE OF**

- City Administration: Methods, practices, and purpose of City government.
- Library Operations: Principles and practices for library operations, including administration, standard statistical principles, customer service, outreach, supervision, cataloging systems, library automation systems and software, reader's advisory techniques, circulation services, and reference services.
- Advocacy: Methods used to interact successfully with individuals of all ages and groups, the principles and methods of advocacy used to reach specific audiences, and the diversity of user needs, communities, and preferences.
- Research: Methods and findings in the field to include quantitative and qualitative research, central research findings, research literature of the field, and the principles and methods used to assess the actual and potential value of new research.
- Project Management: How to lead improvement projects, train and coach personnel and complete problem-solving projects

### **SKILLS AND ABILITIES IN**

- Project System Ability: Managing multiple complex projects while working with a variety of software packages, tasks, and projects at the same time.
- Planning: Sensing the environment and setting goals and objectives.
- Program Assessment: Evaluating current / potential programs for effectiveness & efficiency.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.

- Effective (Operational) Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction. This includes personnel motivation, interviewing, hiring, oversight, evaluation, and discipline; as well as, providing feedback sharing information & advice, communicating the parameters of delegated authority, acting as a resource to employees, and establishing procedures to keep informed of issues and results.
- Persuasion: Convincing others to approach things differently.
- Negotiate: Bringing others together to reconcile differences.
- Originality: Developing unusual or clever ideas about a given topic or situation, or develop creative ways to solve a problem.
- Maintaining Current Job Knowledge: Reading, analyzing and interpreting general business periodicals, professional journals, technical procedures or government regulations.
- Problem Analysis: Identifying and defining problems, collecting data, establishing facts, and drawing valid conclusions.
- Creative Idea Fluency and Innovation: Developing new ideas and identifying creative angles on a given topic or situation. This includes being receptive to new ideas, adapting to new situations, exhibiting creativity, and combining ideas in unique ways.
- Functional & Project Leadership: Managing and leading a project and a team, which includes working within a team to develop a vision, set appropriate goals and strategies, and achieve goals through effective leadership and management.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work
- Organizational Strategies: Tracking multiple variables by sorting, grouping & calendaring.
- Customer Service Orientation: Actively looking for ways to help people and improve processes.
- Time Management: Manage time wisely to complete assignments on time.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Accountable Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action. This includes taking actions that are consistent with available facts, taking *calculated* risks, and taking responsibility for decisions.

## **GUIDANCE RECEIVED**

### **Departmental Goals and Priorities**

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

## **CONTACTS**

Extensive contact with library division heads, staff members, City staff, and Library customers requiring patience, courtesy, and diplomacy. Interaction with vendors, contractors, paid performers. Represents Library organization at various meetings. Represents Library organization via professional affiliations and association memberships.

## **EQUIPMENT AND PROPERTY**

Operate City car/personal car; City technology including PCs, copiers, printers.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

Duties require extended periods of standing, walking, sitting, and talking or hearing. Duties require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 50 pounds are encountered. Vision requirements include close vision and ability to adjust focus. Must be able to transport oneself to work-related meetings, workshops, conferences, etc.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

Duties are performed indoors in an office environment. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile humans. The noise level is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.