



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Assistant Library Manager II
Reports To: Library Manager II
Division: Guest Services

Position Code: 1178-118
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

Under general direction provides leadership and direction for library staff at a large library or a group of small libraries. Assists with planning, organizing, and managing library operations, including supervising staff and volunteers. Assists users in the use of materials, equipment, and/or services provided by the library.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent guest service, including answering questions and helping guests locate materials and services of interest.
- Uses effective techniques, good judgment, and established organizational values, policies, and procedures to resolve difficult situations with guests.
- Executes short- and long-term objectives within the context of the library's strategic and tactical plans.
- Champions the library's strategic goals and initiatives with the system's mission, and core values in mind.
- Carries out supervisory responsibility in accordance with policies, procedures, and applicable laws including scheduling, managing, and approving payroll time entries, approving leave requests for direct reports; planning, assigning, and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; training staff as necessary on basic job functions.
- Assists in succession planning; provides coaching and mentoring for direct reports and indirect reports.
- Assists in planning, organizing, and directing the day-to-day operations and staff of a library to ensure efficient and effective public service; interprets policy and procedures; resolves daily operational problems; oversees and ensures that the location is well-ordered, appealing, and inviting.
- Participates in all day-to-day library activities.
- Participates in strategic planning for the location's programs, services, events, and collections.
- Communicates effectively with staff at all levels.
- Consults with the Library Manager, Regional Director, the Chief Guest Officer, and other members of the executive leadership team regarding areas of concern and recommend changes as needed.
- Assists with evaluating/assessing library standards and services at location.
- Maintains positive guest and staff relationships including handling guest and staff complaints, comments, and issues.
- Promotes Library use within the service area establishing relationships with community partners.
- Assists with preparing annual budget requests based on the personnel, services, equipment, and materials needed to provide library services, monitors adherence to budget.
- Assists with preparing reports and directing the maintenance of statistics to evaluate services on a regular basis.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Interprets guest needs and connects them with appropriate resources.
- Participates in hiring staff, in conjunction with the Library Manager.
- Uses team building techniques to champion a positive team spirit.
- Assists guests with basic computer needs and emerging technologies.
- Assists with the location's overall collection management, including maintenance and weeding.
- Acknowledges and accepts Materials Reconsideration Form from guest; discusses with guest prior to sending to the Collection Development department.
- Collaborates with the Marketing and Communications department in routine publicity for the local media.
- Assists in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information, as needed.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, and the problem-solving processes.
- Attends meetings and relays information to staff, participates in local and system-wide staff meetings, engages in team/committee work and completes training as necessary/required.

- Makes presentations to staff and decision-making groups, as assigned, or required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, guests, partners, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university; and,
- Two or more years of supervisory experience; and
- Two or more years of guest service experience.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- ALA-accredited master's degree in Library and Information Studies or Library Science
- Guest service experience in a library setting
- High level of comfort with computing, online databases, office productivity software and emergent technologies.
- Experience building sustainable community relationships.
- Experience in human services and/or working with at-risk populations.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Management principles and practices, including goal setting, budget development/implementation, staff development and motivation, supervision, planning, and decision making.
- Methods and techniques of research, statistical analysis, and report presentation.
- Outcome-based planning and evaluation.
- Applicable state, federal and local laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external guests.
- Using tact, discretion, initiative, and independent judgment.
- Hiring, motivating, developing, and directing staff in a collaborative team environment.
- Planning, organizing, assigning, directing, reviewing, and evaluating staff work.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

- Utilizing effective and creative problem-solving skills.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen to employees as part of understanding their needs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to remain calm in unpredictable situations.
- Ability to handle situations that involve behavioral issues.
- Ability to manage frequent interruptions with maximum flexibility.
- Ability to develop rapport with individuals of diverse backgrounds with empathy and sensitivity.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, reach with hands and arms, handle or feel, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to sit, walk, stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises multiple library staff.

WORK ENVIRONMENT:

- Works in a library setting with some physical discomforts associated with changes in weather. Requires face to face interaction with staff and the public daily.
- Schedule will include evening and weekend hours depending on the needs of the library.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.