



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Central Information Services Manager
Reports To: Regional Director
Division: Guest Services

Position Code.: 1025-118
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

Under the direction of the Regional Director, the Metropolitan Library System's Central Information Services Manager will be responsible for a small team of staff tasked with providing core Library services virtually, by phone and on the web. This position will supervise daily operations of the Library Central Information Services.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping internal and external members locate materials and services of interest via the phone or internet.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve demanding situations with members.
- 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, vision 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.
- Collects and analyzes call-center statistics and prepares and submits routine reports as necessary to Library Administration.
- Anticipates and solves problems as non-routine situations arise.
- Drafts, recommends and implements policies, procedures and processes pertaining to virtual library services, and supports staff adherence to established policies, procedures and standards.
- Participates in hiring Central Information Services staff in conjunction with the Regional Director and the Human Resources Department.
- Provides input for department budget and audits spending per established procedures and limits.
- Creates/edits/curates content for the web, including the gathering of, entry, maintenance and design of information.
- Participates in special assignments such as prototyping new services, contributing to system pilot projects, supervising short term projects outside typical area of responsibility, etc.
- Maintains awareness of related developments and trends through reading professional literature and participating in professional associations and continuing education.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/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 members' records and the code of professional ethics.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

- Manages a staff of individuals in the Metropolitan Library System Central Information Services, located in the Downtown Library.

INTERACTION:

- Interaction with all levels of staff and the general public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- Call center equipment/software programs
- General Office Equipment
- Microphone/headset

- Call center equipment/software programs

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university in a related field.
- Three or more years of management experience with evidence of progressive responsibility and interdisciplinary approaches to problem-solving and decision-making.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Knowledge of trends and innovations in information technology, user experience, social media, library services and products regarding virtual services.
- Knowledge of professional library principles, practices and procedures.
- Elevated level of comfort with computing, online databases, office productivity software and emergent technologies.
- Master's degree from an accredited college or university in Library and Information Science.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Trends and innovations in user-centered public library services.
- Management principles and practices, including goal setting, budget development/implementation and staff development and motivation.
- Methods and techniques of research, statistical analysis and report presentation.
- Applicable state, federal and local laws, rules and regulations.

Skill in:

- Communicating ideas and thoughts clearly, succinctly and effectively both verbally and in writing to a diverse audience (internal and external members) in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- 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.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- 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.
- While performing the essential functions of this job the employee is frequently required to stand, 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.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Schedule may include evenings and weekends.
- 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.