GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for the oversight and management of the Public Services Division of the Department of Libraries & Information Services. May serve as Director in the absence of the Director. Reports to the Director of Libraries & Information Services.

ESSENTIAL JOB FUNCTIONS

Plan, organizes, directs and coordinates all phases of the library activities and operations; assesses needs, recommends programs, implements programs and evaluates program effectiveness.

Responsible for the effective supervision and administration of the Public Services Division to include budget preparation and monitoring expenditures including purchasing and financial transactions; responsible for staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates the organizational structure of the Public Service Division by assessing staffing needs and recommends changes to allocated positions and divisional structure as needed. Researches and prepares recommendations and reports for the department director.

Oversees and works with library management in developing program offerings within branches and community outreach. Oversees and develops short and long-term strategic goals pertaining to the planning, development, design and operational processes of the library system; develops and recommends policies and procedures for the effective and efficient operation of the libraries as related to the City’s priorities and the department’s strategic plan including program operations, and safety and building operations; recommends internal branch organization; establishes and implements management systems to effectively meet operating goals and objectives.

Responsible for resolving inquiries, problems, and complaints submitted to the Director’s Office by internal and external customers and employees.

Participates in professional meetings, serves on local, city and community committees, acts as a liaison with the local community by working with library users, Library Board, Friends of the Library, Library Foundation, local government and civic organizations, education agencies, other libraries, etc. Works with library management to determine library needs, performs community analysis and informs the public of available library services.

Performs other duties as assigned.
PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Library Administration** – Comprehensive knowledge of the principles, methods and practices of library science. Knowledge of library related database systems and networks to include automated circulation systems, on-line bibliographic retrieval services and cataloging services. Knowledge of trends on user services and programs, office systems, practices, procedures and administration. Knowledge of general office equipment to include personal computers.
- **Supervision** - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- **Budget** - Knowledge of general accounting principles, financial computations, statistical analysis and forecasting techniques. Knowledge of basic budgeting principles and practices.
- **Customer Service** - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services.

REQUIRED SKILLS

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments, organizations and the public.
- **Judgment/Decision Making** – Evaluates the best method of research and exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs, effectiveness and benefits of potential actions in order to choose the most appropriate one.
- **Technology** – Utilizes various technology tools to research, enter and retrieve information and data, as well as library software and other technology to effectively complete a variety of tasks with reasonable speed and accuracy.

REQUIRED ABILITIES

- **Coordination of Work** – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- **Communication** – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, presentations, agendas, minutes and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- **Financial Management** – Ability to perform arithmetic, algebraic, and statistical applications to perform various budgetary functions including purchasing, financial transactions and budgetary forecasting. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.
EDUCATION AND EXPERIENCE

Requires a Master's Degree in Library Science from an American Library Association (ALA) accredited library school and 5-7 years of progressively responsible experience in managing a public library with 3-5 years of supervisory experience in a public library, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver’s license with an acceptable driving record.

Requires certification as a professional librarian by the Library of Virginia within 6 months of employment.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.