

Manager, Library Services

SUMMARY/PURPOSE

To manage the operations of the Duluth Public Library system, as well as the development and implementation of its service programs. To provide leadership and advocacy for quality, state-of-the-art library service.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees who exercise broad discretion. The supervisor provides broad guidance including mission and vision but does not provide task or duty level direction. Makes decisions and/or recommendations relative to hire, termination, pay or performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, direct, supervise and evaluate library operations and services at the main and branch libraries.
2. Establish short- and long-range goals and objectives within budgetary constraints.
3. Develop and monitor division budget.
4. Maintain awareness of changing trends and technology in public library operations to aid in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
5. Supervise the development, organization, and coordination of work plans by Library Supervisors in their respective areas.
6. Review and evaluate service levels, needs, and interests of the community and determine how to meet those needs. Develop and implement programs/projects.
7. Work with library staff and Library Board to develop policies and ensure policies are upheld in day-to-day operations.
8. Prepare various reports, records, and correspondence to meet City and State requirements, community needs, and applicable laws.
9. Represent the library at professional, governmental, and community events and meetings.
10. Supervise assigned staff and serve as a resource to Library Supervisors in coaching, disciplining, and reviewing their assigned staff.
11. Evaluate and effectively respond to requests and complaints from the public, City staff, and other entities.
12. Provide for effective utilization of the media to communicate library programs, services, issues, and needs to the community.
13. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect library or City operations and disseminate information to appropriate personnel.
14. Act as City's liaison to the advisory Duluth Library Board, the Friends of the Library, and the Duluth Library Foundation Board.
15. Coordinate with other City divisions, such as Property & Facilities Management, Fleet Services, and Information Technology on library's capital and operational needs.
16. Manage employee performance, and provide training, coaching, and mentoring for employees.
17. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
18. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

19. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
20. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
23. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Master's Degree in Library Science from American Library Association accredited school, AND a minimum of five (5) years of related education and/or full-time, verifiable professional library experience to include supervision and/or management as a primary responsibility.
 - B. At least two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of Library Science, including cataloging and classification; reference and research; reader's advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
 - B. Knowledge of problem-solving and conflict-resolution techniques.
 - C. Knowledge of applicable safety requirements.
 - D. Knowledge of, or the ability to learn, City policies and procedures.
 - E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - F. Knowledge of effective leadership and personnel practices.
 - G. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - H. Knowledge of budgetary, and management principles, practices, and procedures.
 - I. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in managing the daily operations of a library.
 - B. Skill in developing and maintaining effective working relationships with Library and City staff, the library board, professional organizations, other outside agencies, and the general public.
 - C. Skill in organizing, analyzing, and evaluating data to formulate and execute plans.
 - D. Skill in making public presentations and in public media relations.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time and the time of others.

- G. Skill in completing assignments accurately and with attention to detail.
- H. Skill in mediation and dispute resolution.
- I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- J. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to analyze and evaluate operations, procedures, and policies.
- B. Ability to plan, organize, assign, coordinate, and manage activities of library staff.
- C. Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment.
- D. Ability to obtain and maintain a valid Minnesota Class D driver's license or privilege.
- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and problem-solve a variety of situations.
- I. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to establish goals and objectives.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to manage a budget and work within the constraints of that budget.
- O. Ability to enforce safety rules and regulations.
- P. Ability to maintain confidential information.
- Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- R. Ability to exercise sound judgment in making critical decisions.
- S. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- T. Exhibits leadership qualities of dependability and accountability.
- U. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Supervisory	EEOC: Officials/Admin	CSB: 01/09/2024	Class No: 1113
WC: 8810	Pay: 1125 - 1135	EEOF: Other	CC:	Resolution:
FLSA Exemption Type: Executive				

Manager, Library Services

SUMMARY/PURPOSE

To manage the operations of the Duluth Public Library system and, as well as the development and implementation of its service programs, and To provide leadership and advocacy for quality, state-of-the-art library service.

FUNCTIONAL AREAS: Under the direction of the Director of Community Resources:

4. **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, direct, supervise and evaluate library operations and services at the main and branch libraries.
2. ~~ρ A.~~ Establish short- and long-range goals and objectives within budgetary constraints.
- ~~ρ B.~~ Review, develop, recommend and implement division policies and procedures.
3. ~~ρ C.~~ Develop and monitor division budget.
4. ~~ρ D.~~ Maintain awareness of changing trends and technology in public library operations to aid in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
5. ~~ρ E.~~ Supervise the development, organization, and coordination of work plans by Librarian III=sLibrary Supervisors in their respective areas.
- ~~ρ F.~~ Develop and maintain broad knowledge of the Library=s collections and all related selection policies.
6. ~~ρ G.~~ Review and evaluate service levels, needs, and interests of the community, and determine how to meet those needs, and Develop and implement programs/projects.
- ~~ρ H.~~ Research funding opportunities, develop proposals, and administer grant-funded projects.
7. ~~ρ I.~~ Work with library staff and Library Board to develop policies and ensure policies are upheld in day-to-day operations.
- 7-8. Prepare various reports, records, and correspondence to meet City and State requirements, community needs, and applicable laws.
- 8-9. ~~ρ J.~~ Represent the library at professional, governmental, and community events and meetings.
- ~~ρ K.~~ Provide for outreach to individuals, organizations, agencies and businesses in the community.
2. Supervise library staff.
 - ~~ρ A.~~ Prioritize, assign work and projects, and coordinate schedules of assigned personnel.
 - ~~ρ B.~~ Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - ~~ρ C.~~ Establish work standards, provide staff and serve as a resource to Library Supervisors in coaching and feedback, and conduct employee evaluations.
 - 9-10. ~~ρ D.~~ Discipline, disciplining, and reviewing their assigned personnel as necessary staff.

- ~~ρ E. Provide for the ongoing training of employees in emerging methods, trends and technologies and proper and safe work methods and procedures.~~
- ~~ρ F. Effectively recommend adjustments or other actions in employee grievances.~~
- ~~ρ G. Delegate authority and responsibilities to others as needed.~~
- ~~ρ H. Disseminate instructions and information to employees through effective oral and written communications.~~

~~3. Perform related duties.~~

- ~~10.11. ρ A. Evaluate and effectively respond to requests and complaints from the public, City staff, and other entities.~~
- ~~11.12. ρ B. Provide for effective utilization of the media to communicate library programs, services, issues, and needs to the community.~~
- ~~12.13. ρ C. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect library or City operations and disseminate information to appropriate personnel.~~
- ~~13.14. ρ D. Act as City's liaison to the advisory Duluth Library Board, the Friends of the Library, and the Duluth Library Foundation Board.~~
- ~~ρ E. Notify Maintenance Operations of building and physical plant needs to coordinate necessary work.~~
- ~~F. Perform related tasks as required.~~

~~15. Coordinate with other City divisions, such as Property & Facilities Management, Fleet Services, and Information Technology on library's capital and operational needs.~~

- 16. Manage employee performance, and provide training, coaching, and mentoring for employees.
- 17. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
- 18. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
- 19. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
- 20. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
- 21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- 22. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
- 23. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- ~~A. A. Master's Master's Degree in Library Science from an American Library Association accredited school plus, AND a minimum of five (5) years of related education and/or full-time, verifiable professional library experience, of which to include supervision and/or management as a primary responsibility.~~
- ~~B. At least two (2) years are at of experience must be in a supervisory or management /lead position of similar complexity and level of responsibility.~~

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8810	Pay: **1105-1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R

2. License Requirements

- A. No specific licenses required.

2.3. Knowledge Requirements

- A. ~~A.~~—Current, comprehensive knowledge of the principles and practices of Library Science, including cataloging and classification; reference and research; ~~reader—reader's~~ advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
- B. B.—Knowledge of accepted supervisory, problem-solving and conflict-resolution techniques.
- C. Knowledge of applicable safety requirements.
- D. Knowledge of, or the ability to learn, City policies and procedures.
- E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- F. Knowledge of effective leadership and personnel practices.
- B.G. Knowledge of business and management practices and the ability _____ to use them effectively/principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- H. C.—Knowledge of the budgetary, and management principles and practices of budget development, and administration procedures.
- C-I. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

3.4. Skill Requirements

- ~~A.~~—~~Skill in communicating effectively both orally and in writing.~~
- ~~B.~~—~~Skill in the use and application of library technologies and equipment, and use of personal _____ computer.~~
- ~~C.~~—~~Skill in effectively managing multiple projects.~~
- A. ~~D.~~—Skill in managing the daily operations of a library.
- B. ~~E.~~—Skill in developing and maintaining effective working relationships with Library and City staff, the library board, professional organizations, other outside agencies, and the general public.
- C. ~~F.~~—Skill in organizing, analyzing, and evaluating data to formulate and execute plans.
- D. ~~G.~~—Skill in making public presentations and in public media relations.
- E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- F. Skill in managing one's own time and the time of others.
- G. Skill in completing assignments accurately and with attention to detail.
- H. Skill in mediation and dispute resolution.
- I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- J. Skill in motivating, developing, and leading people.

4.5. Ability Requirements

- ~~A.~~—~~Ability to estimate costs and prepare budget projections.~~
- ~~B.~~—~~Ability to analyze and effectively solve problems.~~
- A. ~~C.~~—Ability to analyze and evaluate operations, procedures, and policies.
- B. ~~D.~~—Ability to plan, organize, assign, coordinate, and manage activities of library staff.
- C. ~~E.~~—Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment.
- D. F.—Ability to obtain and maintain a valid Minnesota Class D driver's license or privilege.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8810	Pay: **1105 1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R

- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to work communicate and interact effectively with members of the public.
- D.G. Ability to communicate effectively both orally and in collaborative groups writing.
- E.H. G. Ability to effectively use computers recognize, analyze, and standard applications software problem-solve a variety of situations.
- H. Ability to attend work on a regular basis.

Physical Requirements

- A. Ability to transport oneself to and around various work sites.
- I. B. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to transport establish goals and objectives.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to manage a budget and work within the constraints of that budget.
- O. Ability to enforce safety rules and regulations.
- P. Ability to maintain confidential information.
- Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- R. Ability to exercise sound judgment in making critical decisions.
- S. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- T. Exhibits leadership qualities of dependability and accountability.
- U. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light loads items such as presentation materials weighing up to 25 pounds papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

- Essential functions of the position
- Job requirements necessary the first day of employment

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Supervisory	EEOC: Officials/Admin	CSB: _____	Class No: 1113
WC: 8810	Pay: _____	EEOF: Other	CC: _____	Resolution: _____
FLSA Exemption Type: Executive				

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8840	Pay: **1105-1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R