

City of Oregon City		Position Description
Position: Library Operations Manager		Management
Department/Site: Library		FLSA: Exempt
Evaluated by: Library Director		Salary Grade: 130

Summary

Supervises the Library's daily operations and the employees and volunteers who provide circulation and direct patron services, which may include those staff who support technical services, reference services and children's services. Develops schedules and ensures all positions are covered. Oversees all Circulation functions. May perform acquisitions and purchase specific collections. Oversees expenditures and helps manage and coordinate the smooth operation of building functions. The Library Operations Manager reports directly to the Library Director and exercises direct supervision of paraprofessional staff in Circulation and may directly exercise supervision of paraprofessional staff in other areas of the Library.

Distinguishing Career Features

The Library Operations Manager is a working management position responsible for integrating an array of library services for the community. Advancement to this position is appointment and compliance with the stated qualifications.

Essential Duties and Responsibilities

- Contributes to a positive work environment.
- Supervises and trains the library staff in the performance of circulation and patron service duties. Determines staffing needs, prepares schedules. May supervise and train staff in other departments of the library including technical services, reference, and children's.
- Monitors daily library operations. Recommends improvements and modifications in policy and procedure and implements as needed.
- Oversees the physical facility, ensuring that the building is maintained, cleaned, and in excellent condition.
- Provides direct services to citizens across library service desks and assists library patrons in the use of library services and tools.
- Investigates and responds to citizens suggestions for improvements and complaints.
- Balances cash register and daily cash transfers to City Finance Department. Processes invoices for payment and monitors budget.
- Participates in, and facilitates budget preparation and administration; prepares cost estimates for budget recommendations.

- Directs, monitors, and reviews the work of library employees. Establishes standards for performance and service, hours of operation that optimize the use of approved staffing, and facility resources. Reviews performance of assigned staff.
- Provides staff assistance to the Library Director.
- Participates with the development and implementation of strategic plans for the library, including long-range planning, research and development of future services.
- Works to implement library goals and objectives. Maintains awareness of national trends in library services and leads innovation in library operations.
- Directs and participates in community promotional and education programs designed to increase patron usage of library services.
- May act as Acting Director.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Knowledge:

- The position requires specialized knowledge of the theories, concepts, principles, techniques, and laws of public library administration.
- Requires knowledge of principles, practices, and service delivery needs related to library services. Knowledge of principles and practices of professional library work, including methods, practices, and techniques of library reference, technical services, and youth and/or adult library services
- Requires knowledge of the practices and techniques for information retrieval, and library material classification and cataloging.
- Requires sufficient knowledge of personal computer operations to access and apply common desktop productivity software, administrative databases, and special programs for library automation.
- Requires knowledge of community demographic trends that influence programs and strategic direction.
- Requires knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Requires knowledge of principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Requires knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources.
- Requires advanced knowledge and skill in the English language to communicate verbally and in written format.

Skills:

- Requires sufficient math skills to perform statistical and financial analysis.
- Requires well-developed human relation skill to oversee staff, deliver talks to small groups, present ideas clearly, resolve conflict, manage and review staff performance.
- Requires skill communicating verbally, in writing, and skill observing, receiving, and otherwise obtaining information from all relevant sources.
- Requires skill using computers and computer systems (including hardware and software) to set up functions, enter data, or process information.

▪ Abilities

- Requires the ability to plan, coordinate, and integrate the sub-functions within the library, including, but not limited to circulation, collection development, acquisitions, reference, and special programs.
- Requires the ability to develop and administer plans and budgets.
- Requires the ability to understand, interpret, explain and apply all policies, laws, regulations, codes, and ordinances applicable to assigned area within the City.
- Requires the ability to use sound judgement when making decisions, interpretations, and in communications with others.
- Requires the ability to conduct performance reviews of subordinates in line with the accomplishments of the department.
- Requires the ability to work cooperatively with a diverse population including children, teens, adults and senior citizens.
- Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.
- May be required to work evenings and weekends.
- Requires ability to analyze, interpret, apply, and enforce applicable federal, Oregon, and local policies, procedures, laws, and regulations, including City and Library policies and procedures.
- Requires ability to identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Requires ability to develop specific goals and plans to prioritize, organize, and accomplish work. Ability to research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Ability to develop constructive and cooperative working relationships with others, and maintain them over time.
- Ability to listen to and understand information and ideas presented through spoken and written words and sentences.
- Ability to communicate information and ideas verbally and in writing so others will understand.

▪ Physical Abilities

Requires the ability to function primarily indoors in an office environment engaged in work of primarily a sedentary nature. Requires sufficient ambulatory ability to move about to office and remote locations. Requires auditory ability to carry on audience, ordinary, and telephonic conversation. Requires near and far visual acuity to read detailed maps, drawings, other printed material, computer screens, and observe physical layouts. Requires manual and finger dexterity to write and to operate microcomputers and other office equipment. Requires the ability to alternatively sit and stand for sustained periods of time to deliver presentations and perform counter work.

▪ **Education and Experience**

The position requires a high school diploma. A college degree is highly desirable but may be replaced with equivalent experience.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.