

## Library Operations Manager

**DATE:** Adopted 08/18

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**CLASSIFICATION:**  
Exempt w/ O.T.

**DEPARTMENT:**  
Library

**JOB DESCRIPTION:**

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**Summary/Objective**

Under the direction of the Hiawatha Public Library Director, supervises library assistants and pages, provides direction to all staff regarding circulation services, and manages the day-to-day operations of the library. The Operations Manager has overall responsibility and accountability for providing planning and direction to multiple functional areas within the library, with an emphasis on ensuring quality service for patrons. The scope of responsibility includes all points of service delivery at the library. Participates in the development, recommendation and administration of library policies, procedures and processes. Oversees and provides budget input. Works collaboratively with all library departments, City departments, consortium partners, the community and/or external agencies.

**DISTINGUISHING CHARACTERISTICS:**

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The Library Operations Manager is under the supervision of the Library Director.

**ESSENTIAL FUNCTIONS:**

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Employer may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

- Assists with planning, organizing, maintaining and managing the processes and operations of the library including circulation, technology/equipment, interlibrary loan, room booking, reserves, security, and facilities maintenance. Assists with managing the activities of the staff (e.g. planning, implementing, administering, and evaluating projects and services affecting Library operations)
- Works with consortia partners to develop circulation procedures and maintains the integrity of the collection and ensuring accurate records
- Mediates patron disputes related to circulation policies and procedures; resolves problems, answers questions, and addresses patron concerns
- Maintains an active program of public relations; speaks as requested to groups about library services
- Develops, recommends and administers policies, procedures and processes in support of the library operations
- Collaborates with consortium partners; implements and monitors compliance with approved policies, procedures and processes with the director's understanding and approval
- Possesses the ability to work in an environment of shifting priorities and frequent interruptions
- Interacts with staff and public in a positive manner
- Assists and consults with library staff and supports them as necessary. Assists with hiring, developing, evaluating, motivating, and disciplining staff. Provides and coordinates staff training; works with employees to correct deficiencies; implements discipline and recommends termination procedures as appropriate to library director and human resources
- Monitors the budget for staff hours, supplies/equipment programming expenditures. Plans, prioritizes and recommends staffing changes, supplies and equipment as needed
- Coordinates problem resolution for facility-related issues as necessary
- Participates in the work of staff and assists library patrons in various service areas
- Manages the execution of library-related materials contracts and negotiates contracts with vendors

- Works with consortia partners in the negotiation of consortium-wide contracts with vendors
- Evaluates new technology and products and makes appropriate recommendations for purchase and implementation
- Collects and analyzes a variety of complex data and information. Performs statistical analysis and summarizes findings in applicable reports, surveys and other communication mediums
- Represents the library in a variety of meetings, committees, consortia and/or other related groups
- Communicates information regarding services, information resources, continuing education opportunities, and/or other pertinent information as appropriate
- Attends professional meetings and workshops; affiliates with professional library organizations
- Participates in long-range planning for the library
- Performs other related duties as assigned

#### **QUALIFICATIONS (POSITION REQUIREMENTS AT ENTRY):**

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- Comprehensive knowledge of library processes, policies, and procedures
- Ability to develop, monitor, and evaluate strategic and operational plans
- Ability to manage, coordinate, and evaluate the work of others
- Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities
- Ability to make effective public presentations
- Ability to interpret and advocate issues related to State and federal library legislation
- Awareness of current social, cultural, and educational topics and trends
- Principles and practices of public sector and municipal budget development and administration
- Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities
- Ability to prepare accurate and reliable reports containing findings and recommendations about library services and activities
- Principles of supervision, training and performance evaluation
- English usage, spelling, grammar and punctuation

#### **SKILLS AND ABILITIES (POSITION REQUIREMENTS AT ENTRY):**

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- Ability to make independent decisions
- Ability to exercise good judgment and use of critical thinking skills
- Ability to collaborate
- Ability to supervise, train, and evaluate staff
- Ability to delegate authority and responsibility
- Ability to work in an environment of shifting priorities and frequent interruptions, hectic pace and interaction with staff and public
- Ability to provide excellent customer service
- Ability to manage integrated library system and various technology and equipment
- Ability to coordinate activities with other internal departments, City departments, consortium partners, and/or external agencies
- Ability to maintain budgets
- Ability to develop and implement effective recordkeeping processes
- Ability to prepare a variety of reports related to operational activities, including statistical analysis
- Ability to develop, implement, and monitor policies, procedures, and work flow
- Ability to manage projects
- Ability to work with diverse socio-economic, cultural and ethnic backgrounds of patrons and staff
- Ability to utilize computer technology for communication, data gathering and reporting
- Ability to communicate effectively through oral and written media

#### **TRAINING AND EXPERIENCE (POSITION REQUIREMENTS AT ENTRY):**

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Master's Degree in Library Science from an ALA-accredited institution and at least 1 year of supervisory experience in a library setting.

**LICENSING REQUIREMENTS (POSITION REQUIREMENTS AT ENTRY):**

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Iowa State Library Certification (Level VI)

**ESSENTIAL PHYSICAL ABILITIES:**

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Positions in this class typically require standing, mobility, fingering, talking, hearing, seeing and repetitive motions.

Ability to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Ability to perform sedentary work that involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**SUPERVISORY RESPONSIBILITY:**

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The Operations Manager manages employees of the Hiawatha Public Library at all levels. In the absence of the library director, the operations manager will temporarily assume those roles and responsibilities.

**POSITION TYPE AND EXPECTED HOURS OF WORK:**

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This is a full-time position. General hours of work and days are dictated by library hours of operation. The library is open seven days a week. Hours of operation are anytime between 8 am and 8 pm. Evening and weekend work are required as job duties demand.

**OTHER DUTIES:**

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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**SIGNATURES:**

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This job description has been approved by all levels of management:

Manager\_\_\_\_\_

HR\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_