

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB511 Library Operations Manager
POSITION #/TITLE: 2743 Library Operations Manager	Adopted: 07-16
	Revised:

POSITION DESCRIPTION

Dept: Cedar Rapids Public Library	Manager Level: Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 16
Reports To Position #/Job Code #/JC Title: 0565/NB106/Library Director	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Medium	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Manages daily operations at all library facilities. Provides the library with systems and processes to ensure efficiency in major and special projects and supports enterprise-wide library systems.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees working on as members of the Operations Department.

Examples of Essential Work (Illustrative Only)

Provides strategic and tactical leadership as a member of the library's management team;
Interviews, hires, supervises and evaluates assigned staff;
At the direction of the Library Director, explores and recommends system improvements;
Manages and coordinates project resources;
Provides training for all staff for the use of enterprise-wide library systems;
Oversees technology budget, to ensure the Library is as efficient within the technology area and meets the public's needs;
Monitors technology plans and budgets that head off or mitigate crisis before they happen;
Supervises technology plans, projects, and work known so that the Library can adjust the daily lives and work plans accordingly;
Serves as main contact for the collection agency;
Oversees the collection of fines and fees;
Manages activities to conform to approved budgets;
Ensures that patrons service problems are resolved in a courteous and timely manner;
Interprets library policies, rules and procedures to a variety of library users;
Responds to and /or refers questions concerning library policy and procedures and requests for information by library patrons in person or by telephone;
Ensures compliance with library policies and procedures;
Communicates official library policy to the staff;
Researches innovations in library services and develops reports for policy development;
Conducts timely performance reviews and monitors performance and staffing needs;

Manages, supervises and participates in all daily service and support operations for the library;
 Develops projections of resources and personnel necessary to meet established goals and objectives;
 Represents the Library in community organizations in the service area;
 Works closely with other library management to assure services are responsive to patron needs;
 Develops schedules to meet staffing demand for the library's primary interface to the customer;
 Mitigates and identifies risk in the handling and care of fine and fee revenue;
 Negotiates, resolves, and communicates with customers;
 Evaluates enterprise-wide library system processes and provides process systemization;
 Supports continuous process improvement initiatives;
 Develops system-wide evaluation of programs and services;
 Contributes to short and long-range planning, program development, and evaluation, and provides input into allocation of resources in support of the Library's strategic initiatives;
 Seeks partnerships, grants, and opportunities for innovation;
 Seeks new service models and fosters exploration through staff and community collaboration;
 Researches and implements emerging trends, in libraries and the world at large, in learning, information access, and services;
 As a member of the Library's management team, assists in formulating policies, procedures, operations and services; develops and administers the annual budget for library projects and services;
 Provides estimates and forecasts of library operational and services needs to assist in long- and short-range planning; identifies trends in member use of library services, the website and library collection; adjusts resources to meet changing community needs;
 Analyzes data and community information to help prioritize, focus resources and develop future strategic plans;
 Creates a work environment that encourages high performance, collaboration, innovation and customer service;
 Supports all aspects of the library's integrated system for the Metro Library Network – a partnership between the Cedar Rapids Public Library, the Marion Public Library, and the Hiawatha Public Library, which includes system design, maintenance, upgrades, configuration, reporting, and compliance;
 Manages and maintains vendor relationships;
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;
 Attends work regularly at the designated place and time;
 Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge library circulation processes, policies, and procedures;
 Thorough knowledge of library charges, rate structures and collection principles;
 Thorough knowledge of the library's primary software (ILS) and related 3rd party products – sorter, self-checkout, and cash register interface;
 Good knowledge of state of the art library practice especially as it relates to systemization and service delivery;
 Good knowledge of SIP-based third-party products;
 Ability to coach and communicate with others in the use of library systems;
 Ability to interface with vendors to achieve maximum product functionality;
 Ability to identify and mitigate risk in library systems and products;
 Ability to provide on-call and emergency coverage outside of traditional library business hours;
 Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
 Ability to write well and maintain documentation;
 Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information or technology;
 Ability in persuasion and negotiations;
 Ability in organization development, team building, and group processes;

Ability to lead, motivate, train, organize, prioritize, supervise, and evaluate the work of others;
Ability to communicate effectively and maintain working relationships with other members of the library staff, other supervisory personnel and the public;
Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions;
Ability to operate a computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Project Management Professional certification and library system experience or Master of Library and Information Science Degree; or
Any applicable graduate degree or relevant work experiences that acts as a practice foundation to lead a top-tier library, customer service environment.

Required Special Qualifications
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None

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to review a wide variety of written reports and other materials in both hard copy and electronic form;
Sufficient manual dexterity, which permits the employee to operate a computer keyboard and process library materials;
Sufficient personal mobility, which permits the employee to monitor and supervise library operations and to attend meetings at various locations.