

REGIONAL LIBRARY OPERATIONS MANAGER

(Range 131)

DEFINITION

Performs a variety of complex professional, supervisory and administrative managerial work in the planning, coordination and operation of branch libraries and other assigned responsibilities.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Library Operations Director.

Exercises direct supervision over Branch Managers and/or Branch Associates and other assigned staff.

Provides direction and support to staff working in urban and/or outlying branch libraries.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Oversees and assists with the general management, coordination and operation of branch libraries.
2. Handles internal and external work politics effectively; maintains positive communication between branch staff, other departments and Library District Administration.
3. Prepares planning documents, and routine and non-routine reports in support of Library District initiatives and projects including developing goals, objectives and measurements for assigned branch libraries and administrative functions; and compiles, interprets, analyzes, summarizes and reports data.
4. Stays abreast of new trends and innovations in the field of public library administration and services; attends training activities related to the latest innovations and practices in the field.
5. Exercises decision-making skills in developing policy and procedure, staff and patron issues, program coordination and budget evaluation.
6. Provides exceptional internal and external customer service.
7. Responds to inquiries and complaints from staff and patrons in a courteous and timely manner.
8. Resolves a wide range of routine and non-routine staff and patron issues and difficult situations.
9. Participates on interview panels and selects staff.
10. Develops, motivates, evaluates, plans and directs work of assigned staff to include

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

REGIONAL LIBRARY OPERATIONS MANAGER
PAGE 2

- training, scheduling, working with staff to correct deficiencies, disciplining, and completing appropriate employee documentation and performance evaluations.
11. Directs and prioritizes work of assigned staff.
 12. Analyzes, selects and executes staff recommendations.
 13. Reviews annual budget recommendations from branch libraries and/or assigned staff; prepares, submits and maintains assigned budget.
 14. Maintains interaction with various outside agencies relevant to the overall functioning and projected growth of the Library District.
 15. Conducts library research, procedural and administrative studies, and prepares reports relative to recommended solutions or courses of action.
 16. Participates in community and professional meetings to discuss and act on library issues.
 17. Attends, participates or leads staff and other various committees, meetings, or training sessions at various sites within the Library District and/or offsite.
 18. Interprets, develops, and implements Library District and branch policies and procedures.
 19. Ensures compliance with all pertinent federal, state and local laws, regulations, and codes, in addition to all Library District policies and procedures.
 20. Interacts extensively in person, over the telephone, and electronically in the general correspondence with Library District staff and management, outside agencies, partners, vendors and the general public.
 21. Maintains communication with the local community and conducts public outreach programs to increase public awareness and support of library programs and services.
 22. Provides advice and consultation to the Executive Director, Library Operations Director, Library District staff and management, the Board of Trustees, patrons and others concerning various policies and long-range planning.
 23. Utilizes and operates a variety of electronic devices, automated library systems, resources and software programs including e-mail, Internet, social media, and other on-line tools and resources; and library and general office equipment including, but not limited to copy machine, telephone and fax machine.
 24. In coordination with the Development Office, recommends possible funding sources and supervises grant projects, as needed.
 25. Coordinates and provides technical training and support for integrated library systems and other library and business systems for assigned staff.
 26. Maintains a safe environment for both patrons and staff.
 27. Operates Library District vehicles.

**REGIONAL LIBRARY OPERATIONS MANAGER
PAGE 3**

Marginal Functions:

1. Attends and participates in professional association meetings and seminars, and other applicable training sessions.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Principles and practices of public library services and support operations.
2. Current literature, service models, research, trends and developments in the field of public libraries and library administration.
3. Change management techniques and practices.
4. Planning methods and techniques.
5. Research techniques, and the sources and availability of current information.
6. Means of determining community needs and interests, and methods for providing resources.
7. Effective supervisory techniques and practices.
8. Diverse leadership styles and skills.
9. Report and record keeping principles and methods.
10. Basic accounting principles and procedures.
11. Principles of budget development, administration and control.
12. Adult and children's literature.
13. Library of Congress Classification System.
14. Library District, Branch, and Department policies and procedures.
15. Pertinent federal, state and local laws, regulations and ordinances.
16. Correct English usage, spelling, punctuation and grammar.
17. Library District terminology and functions.
18. Automated systems used in libraries including on-line tools and resources, Internet and computerized catalogs.

REGIONAL LIBRARY OPERATIONS MANAGER
PAGE 4

Ability to:

1. Exercise good judgment and make sound decisions.
2. Establish and maintain effective working relationships and partnerships, both internal and external, during the course of work.
3. Work effectively under pressure and meet deadlines.
4. Supervise and direct the work of subordinate staff.
5. Motivate and mentor staff.
6. Serve library patrons and staff with patience, tact and courtesy.
7. Plan, organize and prioritize projects and work assignments for efficient results.
8. Work both independently and as part of a team.
9. Interpret and explain Library District, Branch and Department policies and procedures.
10. Evaluate and implement services from a system-wide perspective.
11. Accept and manage change and maintain flexibility.
12. Initiate change that improves service.
13. Exercise initiative, independent judgment and discretion.
14. Perform multiple tasks concurrently.
15. Work quickly and accurately.
16. Prepare clear and concise reports.
17. Understand and follow oral and written instructions.
18. Communicate with and elicit information from difficult, upset and irate patrons.
19. Communicate clearly and concisely, both orally and in writing.
20. Plan, organize and conduct meetings and public speaking activities.
21. Maintain the mental capacity for effective interaction and communication with others.
22. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - sitting, walking or standing for extended periods of time;
 - bending, reaching, stooping and pushing;
 - lifting and carrying;

REGIONAL LIBRARY OPERATIONS MANAGER
PAGE 5

- operating assigned equipment.
- 23. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.
- 24. Work on-call evenings, weekends and holidays.

Skilled in:

1. Use of automated library systems.
2. Use of a variety of electronic devices, resources and associated software programs.
3. Use of library and general office equipment.

Training and Experience:

Master's Degree in Library Science from a college or university accredited by the American Library Association required. Four (4) years of increasingly responsible professional library experience required with at least two (2) years of experience managing a library branch or library administrative department. Demonstrated ability to effectively supervise and motivate subordinate staff; implement strategic service objectives with measureable outcomes; and possess strong leadership and management skills that include the ability to implement change that improves service, effectively communicate to diverse groups, and develop and maintain positive relationships with library customers, vendors, partners, Library District staff and management.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking; frequent lifting and carrying objects of light weight (5 - 10 pounds) and moderate weight (11 - 20 pounds); frequent bending, stooping, reaching and pushing; minimal dexterity in the use of fingers, limbs or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time.

Tasks require sound perception, visual perception and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

**REGIONAL LIBRARY OPERATIONS MANAGER
PAGE 6**

JOB CODE:
FLSA: EXEMPT
CBA: NONE
DEVELOPED: AUGUST 1, 2016
REVISED: MARCH 14, 2018