



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 906.9

Job Title: **LIBRARY SERVICE MANAGER**

Pay Grade: 23

GENERAL SUMMARY:

Manages a Neighborhood Library, a small grouping of Neighborhood Libraries, or a Library service unit. Supervises staff and performs professional library duties.

RESPONSIBILITIES:

- Manages the daily operations of a location, grouping, or service unit of the Houston Public Library.
- Supervises, coordinates, schedules, trains, and evaluates staff who assist customers and/or perform library reference service work.
- Performs advanced reference services that range from ready reference to in-depth research, requiring extensive use of online databases.
- Responds to, researches, and resolves customer questions, issues, and complaints.
- Provides community outreach by serving as a community liaison, attends community meetings, and represents the library at public events.
- Analyzes community needs and oversees the development of programming for all ages. Provides library services for special populations.
- Coordinates related reference training for library staff and the general public. Provides instruction on using basic indexes, directories, guides, business services and files.
- Prepares statistical and narrative reports for management presentation.
- Orders books, reviews books and other materials in areas of subject matter expertise.
- Completes regular facility checklists and reports issues in order to maintain a safe environment.
- Engages in professional development to remain up to date on current library trends and standards.
- Performs other related duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree.

EXPERIENCE:

Five years professional experience in library, information services, or education is required including one year of management experience.

SPECIFICATION: (continued)

SUBSTITUTION:

Directly related experience in library, education, or management may be substituted for the education requirement on a year for year basis.

COMPLEXITY:

Work is somewhat complex and varied and may require the interpretation of technical and detailed guidelines, policies, and procedures.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision, and evaluation of work as a frontline supervisor, recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

Involves supervision and evaluation of work as a Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating activities, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors, and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation, e.g., problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature, and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Library Service Specialist
Senior Library Service Specialist
Library Service Supervisor
Library Service Manager