



Job Title: Library Operations Manager
Department: Management Team
Reports to: Executive Director
Supervise Others: Yes
Schedule: Full Time
Status: Exempt

Work involves the responsibility of developing, establishing and implementing operating policies and procedures, services, as well as overseeing workflow, circulation, and collection management. This position manages the work of various persons in the organization who provide direct services to patrons and is also expected to be a dynamic leader and work cooperatively within the management team. Work is performed under the direction of the Executive Director.

Key Responsibilities/Functions:

- Translates library's mission, values and strategy to employees, policy, and work routines
- Assists in the development and implementation of library policies and procedures
- Works closely with the management team to improve the overall value, effectiveness and efficiency of all library resources and services and communicates information to the team on a regular basis
- Works with others in teams to evaluate, develop, and improve services, goals and objectives, routines, service satisfaction, workplace environment, and financial results
- Develops positive relationships with the patrons who use the library
- Responsible for encouraging the growth and success of the library's circulation and reference services and assists with all other programming and services
- Measures, monitors and improves organizational processes and work routines to improve value, efficiency, effectiveness, and customer satisfaction
- Manages and creates the library's daily schedule and day to day workflow including desk coverage and task delegation
- Directly supervises staff, including setting individual employee work routines and standards with regular follow through of various work assignments
- Coaches and mentors both individual employees and work teams to exceed expectations
- Contributes input to staff performance appraisals and employee training
- Oversees the library's collection, including purchasing, evaluation, and circulation
- Writes and implements grants and grant reports and monitors grant fund disbursements
- Participates in ongoing professional development and maintains up to date knowledge of current practices in library science by attending workshops, continuing education programs, library conferences and other professional training opportunities
- Handles emergent situations in the absence of the Director and works with appropriate parties to resolve situations
- Problem solves various patron and staff concerns
- Travels as required
- Performs other duties and responsibilities as assigned

Qualifications and Skills Required:

- MLS from an ALA-accredited program with three or more years of supervisory experience and relevant professional public library experience
- Eligibility for a New York State Public Librarian's Professional Certificate
- Excellent knowledge of the principles and practices of public library functions
- Forward thinker and effective change manager with ability and willingness to learn, adapt to new technologies, and be flexible when faced with challenging situations
- Skilled collaborator with ability to partner, work within teams, build relationships, identify and implement solutions
- Leadership experience with ability to be self-aware, listen, give feedback and assess performance, understand and value diversity, develop and coach staff, effectively implement the hiring and selection process, and prevent and resolve conflict
- Ability to lead and facilitate the work of teams and work groups
- Ability to think strategically to set and monitor project goals, delegate, and evaluate outcomes
- Ability to exercise good judgment, decisiveness and creativity when problem solving and making decisions
- Excellent written and oral communication skills

Desirable:

- Knowledge of New York State laws and regulations pertaining to public libraries
- Strong working knowledge of Microsoft Office Suite

- Familiarity with Web Development and Integrated Library Systems
- Excellent problem solving skills

Employment Details:

- Full-time, Year-Round, Salaried, Exempt
- A daytime schedule with some evenings and Saturdays as needed
- Employer-provided Health Insurance, Dental, Vision, Life Insurance, and paid time off
- Option to join the New York State Retirement System
- Annual Professional Development Opportunities
- Salary Range: \$47,000 - \$51,000 commensurate with experience

Application Instructions:

Interested candidates should submit a cover letter, resume, and three professional references to *director@prendergastlibrary.org*. Please include "Library Operations Manager – [Your Name]" in the subject line.

Applicants will be accepted until the position is filled.

Equal Employment Opportunity:

The James Prendergast Library recognizes the value of diverse experiences, identities, and backgrounds and is committed to building an equitable, inclusive, and accessible organization. Applicants of all races, religions, gender identities or expressions, familial statuses, sexual orientations, ages, and candidates with disabilities are highly encouraged to apply. We are committed to continually diversifying our team and aim to include new voices and experiences in our work.