

## Job Description

Job Title: Library Information Services Manager (Manager IV) Job Code: 909045 Job Family: Library

Pay Grade: JC.18.18 FLSA: Exempt EEO: Professionals

Department/Agency: Library Position Number(s): 100305

Recommended Position Title(s): Information Services Manager

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources;** utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

### Essential Duties:

- Provides leadership in the development of system-wide information services policies and procedures; oversees development and implementation of system-wide information services training plan for staff; oversees and guides the development of Reference help in person, on phones, and via chat, text and email; coordinates the development of information services partnerships.
- Leads the planning and implementation for future information services initiatives; analyzes and evaluates information services, programs and collections; oversees the development and management of specialized services: Latino Services, Civic Engagement, Makerspace, Regional Reference/Genealogy; develops and administers the Information Services System-wide budget for system-wide initiatives and programs.
- Coordinates with the Collection Development Manger on the development of the Reference Collection Development Plan; works with the Collection Development Department to purchase, train and utilize appropriate digital products and electronic resources, newspapers and periodicals.
- Supervises the Information Services Department; recruits, hires, trains and evaluates performance of Librarians and Makerspace Facilitators; resolves employee relations and behavioral issues in accordance with HR guidelines; ensures appropriate Librarian and Makerspace Facilitator involvement in department and system-wide groups, activities, planning and programming.

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- Participates in managerial groups and system-wide committees; works with other managers in problem-solving, common goals and completing special assignments; represents JCL at meetings, conferences and other professional activities.
- Determines yearly budget request for Information Services and recommends expenditure priorities; monitors, tracks and communicates expenditures and budget status, analyzing needs, monitoring patterns, and developing future fund priorities; develops procedures and best practices to insure cost-efficient use of funds; analyzes expenditure reports and compares to expenditures and encumbrances as tracked within the department.

### Supervisory Responsibilities:

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.*

### Minimum Job Requirements:

**Master's** degree in Library Science or related field of study; five (5) years of progressively responsible supervisory and management experience; five (5) **years of experience in the provision of reference, technology assistance and readers' advisory services**; and a valid **driver's license with an acceptable driving record**.

*Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.*

### Preferred Job Requirements:

None

### Education/Experience Substitutions:

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.