

## District Manager

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DEPARTMENT:	Public Services
GRADE:	71
CLASS CODE:	DMCDA, DMCE, DMLE, DMYFS
FLSA STATUS:	Exempt
UNION STATUS:	Represented
REVISED DATE:	October 30, 2020

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### Summary:

Coordinate, manage, oversee and lead an assigned group of libraries to deliver customer-focused library services; develop partnerships, attend community meetings; coordinate with local libraries and communities to enhance library services; serve as a managerial representative of TRL; supervise personnel.

### Specialty Focus Areas:

**Library Experiences:** Ensure the delivery of high quality virtual and in person library services.

**Circulation, Data, and Assessment:** Plan, develop, and lead the assessment and evaluation of programs, services and materials for the District.

**Community Engagement:** Develop and administer initiatives and models for district-wide community engagement.

**Youth and Family Services:** Develop, administer, and lead district-wide initiatives and services for youth and their families.

### Reporting Relationships and Team Work:

Reports to the Deputy Director; supervises managerial, supervisory, professional, paraprofessional and other assigned staff.

### Essential Duties and Responsibilities:

*Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

### **For all District Manager Positions**

1. Ensure and facilitate the delivery of high-quality, customer-focused library services which meet the needs of the communities served by TRL. Develop partnerships and coordinate with local libraries and communities to enhance library services.
2. Direct, coordinate, and participate in the development and implementation of initiatives, goals, priorities, and service levels in assigned areas of focus for the TRL district.
3. Select, train, supervise, coach, and evaluate the performance of assigned personnel; ensure staff compliance with TRL policies, procedures and service standards.
4. Participate in the strategic and long-range planning for the operation and future development of TRL. Coordinate services and activities in response to strategic initiatives and goals.
5. Perform professional and administrative duties in planning, implementing, directing, and evaluating customer-focused library services. Prepare and maintain a variety of reports, records and departmental documentation; provide regular updates on activities in assigned areas.
6. Coordinate the development, implementation, and evaluation of training; recruits staff trainers; provides orientation and may serve as staff trainer.
7. Maintain awareness of public library trends and make recommendations for innovation in area of focus.
8. Participate in community, state and/or national organizations; recommend and coordinate pilot projects for TRL.
9. Lead teams and meetings. Serve as a member of various committees and task forces, including the Public Services Team. Represent the library in interactions with community groups, outside organizations, and the general public; accurately communicate, build and maintain productive community partnerships.
10. Respond to and resolve customer inquiries and complaints. Accurately communicate library policies to the public. Bring matters of public concern to the attention of Administration.
11. Develop and maintain staff intranet modules for assigned area of focus.
12. Assist with grant funding related to area of focus.
13. Perform other duties as assigned or required.

### **Additional Duties for District Managers by Assigned Area of Responsibility:**

#### **Library Experiences:**

14. Coordinate and direct staff delivery of high quality virtual and in person library services.
15. In coordination with Administration, District Managers, and Library Managers, ensure effective, welcoming, and positive brick and mortar library experiences for patrons of all ages.

### **Circulation, Data and Assessment:**

14. Develop and direct the circulation activities in TRL libraries in coordination with the Deputy Director and other District Managers.
15. Develop and utilize tools to track, assess, report, and evaluate programs, services, and materials for TRL.
16. Analyze data and statistics for district services and community demographics and information; recommend changes or modifications to programs, services, and procedures.

### **Community Engagement:**

14. Design, assess, direct, and coordinate district community engagement efforts virtually and in person, including mobile services.

### **Youth and Family Services:**

14. Administer and coordinate TRL's Youth and Family Services operations and ensure the delivery of high quality library services to youth and families in coordination with the Deputy Director and other District Managers.
15. Develop, maintain and provide professional resources and tools for Youth Services staff.
16. Build an effective district Youth Services team.
17. Develop and manage district youth and family services budget.

### **Core Skills and Qualities:**

*Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:*

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

## Required Knowledge, Skills, and Abilities:

*Employees are expected to perform or possess the following:*

1. Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change.
2. Ability to maintain financial and statistical records; and to circulate instructional information according to established procedures.
3. Public library operations, programs, and services.
4. Current trends and developments in the field of public library services, customer service, technology, information services, adult services, youth services as assigned.
5. Experience with public library outreach including working with partners, and community building and engagement.
6. Information services principles and practices.
7. Process for preparing and administering budgets.
8. Supervisory principles, practices, and methods.
9. Facilitating the delivery of high-quality, customer-focused library services.
10. Identifying the need for and facilitating the creation of new library initiatives.
11. Critical thinking and problem solving in meeting the needs of customers and staff.
12. Fiscal responsibility in thought and action.
13. Judgment in examining, analyzing, evaluating, and interpreting facts and circumstances and determining appropriate options and actions.
14. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
15. Efficiency in decision making and prioritization with operational and procedural concerns.
16. Maintaining and upholding confidentiality and privacy rights.
17. Professional and effective written and oral communication with ability to readily adapt to diverse people and situations; active listening; facilitating communication across departments and locations.
18. Ability to integrate specific assignment areas into the broader goals of the Library System as a whole and to identify and bring forward specific needs as they relate to overall goals.
19. Ability to analyze data, processes, and procedures, and develop meaningful reports and recommendations based on the analysis that will improve service and staff efficiency.
20. Effective organizational skills, including ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of the Library.
21. Supervising, leading, and delegating tasks and authority.
22. English grammar, punctuation and spelling, including strong proofreading skills.
23. Standards for maintaining departmental records and databases.
24. Skill in data gathering and information compilation for statistical reporting.

### **Technology Requirements:**

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- Library technology, resources, databases and software.
- PC navigation skills in a Windows-based environment
- Ability to navigate, search and use web functions and software applications.
- Intermediate Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

### **Education and Experience:**

- Master's Degree in Library Science from an ALA accredited university; or related Master's Degree.
- Three years' management experience, including one year supervisory experience; OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

### **Licenses, Certifications, and Special Requirements:**

- State of Washington Librarian Certification may be required.
- A valid Washington State Driver's License.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

### **Physical and Environmental Conditions:**

- Work is performed in a standard office/library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is an Equal Opportunity Employer.