

Job Title: Manager, Learning and Innovation **FLSA Status:** Exempt Non-Exempt
Job Level: Manager **Salary Grade:** 9

Connecting our community to discover, inspire, and grow!

Job Overview *Summarize the primary purpose of the job.*

Under the general direction of the Assistant Director, with wide latitude for independent judgement and decision making, is responsible for: providing high quality, relevant learning and innovation opportunities for customers of all ages; overseeing instructional and innovation spaces; and service to patrons using technology labs, equipment, etc. Advises and assists Library Administration and works collaboratively with the Leadership Team to ensure successful library operations. Contributes to creating a positive environment and enthusiasm about the Library.

Essential Functions *List up to six essential responsibilities of the job, indicating the largest percent of time first, and the approximate percentage of time spent on each over the course of a year, totaling 100%.*

1. Plans, coordinates, and evaluates service model for proactively providing high quality, relevant programs, classes, events, and exhibits, including but not limited to: developing and monitoring budget for departmental programming, resources, supplies, and staff; developing departmental workflows; gathering and analyzing relevant library metrics; preparing reports and statistics for management review.	30 %
2. Hires, manages, trains, schedules, and evaluates department staff; responsible for ensuring appropriate staffing to achieve customer satisfaction levels in using innovation spaces and providing a robust offering of learning opportunities. Oversees use of volunteers in the department.	20 %
3. Plans and conducts learning and innovation opportunities; oversees use of instructional and innovation spaces; collaborates with IT manager to deploy customer focused equipment and technology.	20 %
4. Provides direct support to patrons as scheduled; answers information requests and instructs patrons on computers, emerging technologies, print and electronic resources, and social media platforms.	15 %
5. Serves as person-in-charge; interprets library policies and operations for the public; responds to patron questions, comments, and complaints and refers unresolved problems to proper level of authority as needed; recommends policies and procedures for consistently growing and improving library services. Contributes to creating a positive environment and enthusiasm about the Library.	5 %
6. Embraces “Service at the level of WOW!” philosophy. Promotes the library by the practice of good public relations; works and communicates effectively with the public and other staff members.	5 %
7. Completes other duties; collaborates with colleagues within and across departments in providing information planning services, and developing resources for library patrons; serves as a member of cross-departmental teams as assigned; participates in continuing education activities that are pertinent to the position.	5 %
Total Must Sum to	100%

Autonomy *Select the level which best describes the level of independence the job has in conducting work.*

- Work is monitored by supervisor; follows standard and/or detailed processes and procedures.
- Results are defined; independently determines how to accomplish tasks; supervisor provides guidance and is available to resolve problems.
- Provides input on the results to be achieved; sets goals and determines how to accomplish results with few or no guidelines to follow; supervisor provides overall direction.
- Defines guidelines and results to be achieved; provides overall direction for the Library. Completes work independently with full discretion.

Budgetary Responsibility *Select the level which best describes the job's typical fiscal authority.*

- Has no financial or budgetary authority.
- Requests approval for financial actions.
- Accountable for financial decisions within area. Provides input to the budgeting process.
- Accountable for financial decisions that impact the Library as a whole. Actively engaged in the budgeting process.

Supervisory Responsibility *Select the level which best describes the job's typical responsibilities in managing people and provide the number of people.*

- Not responsible for supervising others.
- Guides or directs work of employees who perform essentially the same or lower level work.
- Full supervision of **3** non-supervisory employees.
- Full management of **1** primarily other managers/supervisors or professionals.

Education *Select the highest level of education required and preferred for the job.*

Required	Preferred
<input type="radio"/> High School Diploma or GED	<input type="radio"/> High School Diploma or GED
<input type="radio"/> Associate's Degree:	<input type="radio"/> Associate's Degree:
<input checked="" type="radio"/> Bachelor's Degree: relevant field	<input type="radio"/> Bachelor's Degree:
<input type="radio"/> Master's Degree:	<input checked="" type="radio"/> Master's Degree: MLIS, MEd

Work Experience *Provide the experience required and preferred to perform the job responsibilities.*

Required: 5 years or more of relevant library, education, or instructional experience
Preferred: 2 years or more of experience in **supervisory role**

Specialized Training *List specialized training or skills required to perform the job responsibilities.*

- Maintains current knowledge of library trends, materials, practices, techniques and technology; exhibits a willingness to learn other applications as needed
 - Strong communication, interpersonal, and instructional skills
 - Aptitude for tinkering and learning
- Check here if a Driver's License and proper vehicle insurance is required for this job.

Work Environment *Select the typical physical demands required to effectively handle the job responsibilities.*

- Library environment/no specific unusual physical demands.
- Specific physical requirements. **If checked, see addendum on next page.**

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.

Incumbents may be required to work nights and/or weekends and travel to external events as part of the job's responsibilities.

Date Created: 9/23/2019

Date Updated: Click or tap to enter a date.