



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: LIBRARY SPECIAL PROJECTS MANAGER

BARGAINING UNIT: [CIV MANAGEMENT](#) CODE NUMBER: 0745

PAY RANGE CODE: [16.1 MC](#) REVISION DATE: 9/29/16

NATURE OF WORK:

This is professional work in the management, development and coordination of library programs and divisions. Work involves supervision of clerical, professional, and volunteer staff; direct contact with the public in disseminating information and resolving service issues; project management; and strategic planning. General guidance is received from a senior library manager. An employee in this classification works with considerable independence, making decisions based on experience, defined expectations, and departmental policies, and receives general guidance from a superior.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Delivers excellent customer services to all library users (internal and external), including responding to customer comments and complaints.

Coordinates the activities of the department to increase efficiency, avoid duplication, and coordinate efforts between departments.

Composes, types, distributes, and files standardized memos, forms, letters, tabulations, and other materials as needed.

Plans, schedules, trains, assigns, oversees work of, and disciplines subordinate personnel.

Provides work direction and oversees work of non-direct reports.

Participates in the interview and selection process of personnel.

Manages a budget; compiles and documents budget requests, monitors expenditures, and makes recommendations for future budgets.

Participates in professional development opportunities, including participation in conferences and meetings to stimulate innovative approaches to library service.

Represents the library at special events, programs, and conferences as necessary.

Keeps up to date on technological changes in the library profession and utilizes all equipment and resources available to fulfill the library's mission.

Compiles monthly reports.

Develops and coordinates strategic initiatives consistent with Omaha Public Library's Vision and Strategy.

Assists in development of policies and procedures for the library.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

Library Special Projects Manager - Community Outreach and Partnerships

Develops and coordinates designated library events.

Coordinates library activities with the Friends of the Omaha Public Library, neighborhood library support groups, and the Omaha Public Library Foundation.

Leads the organization to determine which partnerships and outreach initiatives support the library's Strategic Plan.

Fosters and maintains connections with community organizations in Omaha.

Manages partnerships to ensure that agreements and contracts are being implemented as designed.

Evaluates current partnerships and explores future opportunities.

Oversees and manages system-wide outreach and community engagement initiatives.

Communicates with professional organizations to inform the public of upcoming events and to encourage the use of library services.

Maintains a calendar of exhibits at all library facilities and assists in planning, scheduling, and setting up displays.

Keeps up to date on current library trends, community trends, and the focus of community organizations and their impact on operations and planning.

Library Special Projects Manager - Information Technology Manager

Determines technology needs of the organization.

Develops long-term technology strategy, goals, and strategic objectives to meet the needs of the organization.

Coordinates the implementation of new systems and enhancements of current systems.

Recommends purchases for the organization, coordinates purchasing to leverage volume discounts.

Develops and manages digital projects to provide seamless virtual access to library services and resources.

Maintains knowledge of current technologies through research, periodicals, vendors, user groups, and other resources.

Participates in the installation of computer hardware, cabling, other peripheral equipment, and software.

Serves as liaison with City/County computer service technicians to ensure equipment and systems run efficiently and smoothly.

Oversees collection of data, statistics, and metrics, and delivers reports as requested to demonstrate library usage and value.

Performs hardware and software upgrades to existing systems.

Monitors and maintains network hardware and software components in order to ensure maximum network performance; reviews network alerts and statistics; provides preventative and corrective action as required.

Maintains network password and security protocols.

Develops procedures, configuration, and documentation specifications for networking hardware and software.

Provides support and training to network users regarding network operations and various software packages

Library Special Projects Manager - Facilities

Manages a variety of large and small projects at the libraries.

Administers various contracts: janitorial, carpet cleaning, pest control, security guards, Police Officers; including writing the contracts and following City procedures to implement contracts.

Oversees system-wide library services that involve maintenance, repair, custodial services, carpet cleaning, security, lawn care, snow removal, furniture, and fixtures.

Coordinates the disposal of unwanted City property according to established procedures.

Fosters and maintains connections with current contracted vendors; negotiates price quotes.

Collaborates with architects, contractors, and Facilities Management on building projects or renovations.

Submits work orders to Facilities Management for repairs and maintenance at library facilities.

Provides guidance to branch managers and other department managers to spend gift and budget monies.

Supports Facilities Management in enforcing Americans with Disabilities Act (ADA) regulations and Occupational Safety and Health Administration (OSHA) regulations in library buildings.

Serves as liaison between City Facilities Management and other city departments in dealing with a variety of projects and questions.

Handles unpredictable problems, including crime, theft, injuries that arise and ensures that proper documentation is submitted.

Library Special Projects Manager - Circulation

Coordinates and provides sufficient and ongoing training to library staff about circulation policies and procedures to ensure quality and consistent customer service.

Responds to and resolves questions and complaints from customers regarding account issues.

Provides guidance to staff for circulation-related questions, concerns, and procedures.

Updates the Circulation Manual and other circulation guides on a regular basis.

Gathers and maintains statistics regarding circulation items processed.

Coordinates and collaborates with Technology Staff to ensure computer systems relating to circulation function properly and efficiently.

Coordinates with Marketing Division to update old forms and create new forms used in circulation procedures.

Coordinates with Collection Development and Collection Processing Staff to determine the best methods of packaging and labeling library items for efficient processing at the circulation desk.

Oversees the contracted courier services for delivery of materials to libraries, nursing homes, and other special pick-ups and deliveries as needed.

Oversees specific library card applications, such as non-resident employees, business accounts, reciprocal accounts, and homebound customers.

Routinely runs circulation reports needed for daily operations, to maintain accurate account records, and to submit, suspend, or withdraw collection agency accounts.

Serves as the primary contact to the collection agency.

Leads all circulation-related committees.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Knowledge of budget preparation and budget management.

Knowledge of the standard methods, materials, tools, and practices used in the management of facilities and programs assigned.

Knowledge of e-commerce, microcomputer operating systems and the use of application programs.

Skill in hiring, training, assigning, scheduling, supervising, inspecting, and evaluating the work of subordinate operations personnel.

Skill in researching short and long-term needs of the assigned division and planning for the accommodation of those needs.

Skill in interpretation and explanation of technological terms and ideas in a manner that achieves user comprehension.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees and the general public.

Ability to create, plan, implement, coordinate, and supervise the progress of a number of projects and programs, establishing goals and objectives, and aiding in their implementation.

Ability to prioritize and manage multiple projects and responsibilities while meeting stringent deadlines.

Ability to determine the priority of goals and assignments and to complete projects with minimal supervision.

Ability to communicate effectively, both written and verbally and deliver presentations and answer questions from the public.

Ability to understand written or oral instructions.

Ability to maintain confidentiality.

Ability to interpret municipal codes, personnel policies, and procedures.

Ability to plan, develop, explain, and install new procedures and to alter them as needs change.

Ability to identify, analyze, and resolve problems.

Ability to collaborate with IT Professional Services to investigate and resolve technology issues, diagnose problems promptly, and prescribe optimum solutions or changes as needed.

Ability to adhere to safety policies, procedures and guidelines.

Ability to sit from 51 to 75% of the time; to type from 0 to 25% of the time; and to bend, stand, walk, and lift from 76 to 100% of the time.

Ability to use up to twenty (20) pounds of force to move objects from 0 to 33% of the time; to use up to ten (10) pounds of force to move objects from 34 to 66% of the time; and to use lesser amounts of force to move objects from 67 to 100% of the time.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree in Project Management, Business Administration, Computer Science or a related field. Master's Degree in Library Science, Information Systems, or any of the aforementioned fields is preferred.

AND

Three (3) years of experience working for a library or other non-profit organization.

SPECIAL QUALIFICATIONS

Must register for Nebraska Public Librarian Certification through the Nebraska Library Commission within 30 days of the hiring date. Must complete necessary training requirements to keep certification current while employed by the Omaha Public Library.

Must be able to transport oneself or coordinate transportation to locations throughout the City during the course of the work day.

Must be available to work flexible hours, weekends, and holidays.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, fumes and noises. However, at times the incumbent must travel to locations elsewhere in the City or out of the City. At times work may be performed outdoors.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Cash Register
Computer and assigned software
Mobile Devices
Digital Camera

Credit Card Machine
Copier
Telephone
Scanner

Calculator
Facsimile Machine
Printer
Security Camera

Previous Revision Date(s):

11/18/94

9/17/96

3/29/12

2/28/13