

CITY OF CHATTANOOGA
Classification Specification Title: Head Librarian

Department: Public Library

Pay Grade: GS.12

Supervision Received From: Multiple

FLSA Status: Exempt

Supervisory Responsibility For: Library Services Specialist

Established Date: 6/29/07

Librarian 2, Library Page Tech Serv, Library Page,

Revision Dates: 4/2/25;

**3/13/25; 12/15/23; 10/20/23;
1/11/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the daily operation of a large library branch or department or coordinating system-wide services. Duties include: developing and implementing goals, policies and procedures; tracking and managing budget; scheduling and assigning tasks to employees to ensure adequate staffing; and, interviewing, training, and evaluating staff. Work is performed with general direction, working from broad goals and policies.

SERIES LEVEL: This is the third level of the librarian series. The Head Librarian is distinguished from the Librarian 2 by its responsibility for managing the daily operation of a large library branch or department or coordinating system-wide services.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

PUBLIC SERVICES:

Supervises lower level staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination and disciplinary recommendations.

Manages the operations of a large branch or department or system-wide services, which includes planning, coordinating, administering, and evaluating programs, processes, procedures, systems, standards and/or service offerings; ensuring compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities between multiple service areas; and working to integrate and coordinate service areas.

Plans and manages activities related to the delivery of public library services and programs, which includes determining goals and direction of library by analyzing community needs and

current program effectiveness; establishing proprieties of services; ensuring required resources are available; training staff on applicable policies, procedures, and applicable duties, and/or, performing related activities.

Participates in forecasting, preparing and administering library branch or department budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures; and, manages financial operations of assigned branch/department or library system.

Manages collection development activities in assigned branch/department; assesses trends and interests in assigned area of the community; and, reviewing patron requests for materials.

Troubleshoots computer problems; forwards on to appropriate technical individuals when problems cannot be resolved first hand.

Provides customer service to patrons, which may include; checking individual accounts; looking for materials; conducting computer searches; checking library collection shelves for materials; training patrons on accessing the card catalog, Internet, or checking for various information.

Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, the general public, and/or other interested parties to coordinate work activities, exchange information, and resolve problems.

Compiles and monitors operational, administrative and statistical data related to assigned library branch department operations, or library system including productivity, attendance, programming, and related items; prepares related reports, charts, graphs, procedures, and documentation; and, analyzes data and identifies trends.

Monitors inventory of equipment, collection materials, and/or supplies in assigned area of responsibility; determines need for new materials, equipment, and supplies; receives and approves purchase requests; and initiates orders for new/replacement items.

Represents the department and/or the library at a variety of internal and/or external meetings, public events, training sessions, on committees, and/or other related events in order to receive and/or convey information.

May manage library facilities and equipment to ensure safety and security for patrons and staff.

Manages large, visible community and school programs. Manages partnership with the public school system and the HCDE Library Card program and the Summer Learning Program.

Networks within the community to increase support for and cooperation with the library.

Performs all duties of lower level staff when working at a public service desk, including circulation of materials, reference and readers advisory service; assistance using library technology; processing of passport applications; and other related activities.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

May be assigned or reassigned to any location within the department.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

Actively leads the initiative of the Local History and Genealogy Department to collect and preserve primary and secondary source materials that document the history, description, and development of Chattanooga, Hamilton County, and surrounding areas; and to make these materials available to researchers and the general public.

Oversees the processing of archival collections and preparation for digitization, including organization, arrangement, description (finding aids and inventories) and preservation, and the tracking of these activities.

Plans and manages activities related to the delivery of public library services and programs, which includes determining goals and direction of the department by analyzing community and researcher needs and current program effectiveness; establishing priorities of services; ensuring required resources are available.

Manages collection preservation and development activities in the department; assesses trends and interests in the local history and genealogy community and reviewing patron requests for materials.

Leads in the Library system as subject matter expert in creating and managing digitization workflows, digital content management platforms, database programming languages, and metadata standards.

TECHNICAL SERVICES:

Manages the overall operations of the Technical Services department which includes planning, coordinating, administering and evaluating processes, procedures, systems and standards; ensuring compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities with other library departments; prioritizes and assigns work; conducts performance evaluations; ensures staff are trained; ensures compliance with policies and procedures; maintains a healthy and safe work environment; makes hiring, termination and disciplinary recommendations.

Coordinates with Director and Fiscal Analyst on the development of materials budget and oversees expenditures; serves on Selection Committee to coordinate ordering of materials; generates monthly acquisitions reports and confirms end-of-month account balances with the Fiscal Analyst.

Contacts specialty vendors and handles all direct orders; develops cost estimates for annual Standing Order budget; receives standing orders; maintains separate database for standing

orders; approves all invoices for payment; verifies electronic ordering; contacts vendors to resolve problems.

Monitors inventory of equipment, materials and/or supplies in assigned area of responsibility; determines need for new materials, equipment and supplies; receives and approves purchase requests; initiates orders for new/replacement items.

Represents the department and/or the library at a variety of internal and/or external meetings, public events, training sessions, committees and/or other related events in order to receive and/or convey information.

Oversees cataloging process; works with staff to resolve cataloging problems.

Coordinates with appropriate staff to resolve automation issues relating to Technical Services.

Will perform duties of lower level staff as needed.

MINIMUM QUALIFICATIONS:

Master's Degree in Library/Information/Archival Science or related field and four (4) years of supervisory experience, or any combination of equivalent experience and education.

Or Bachelor's Degree in Library/Information/Archival Science or related field and at least six (6) years of public library experience and/or experience working in similar environments where information is stored, organized and retrieved with customer service emphasized; to include serving as a supervisor. Proficiency with the Polaris ILS system is preferred.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of management principles; collection development practices; public relations principles; public library organizations, automation, and trends; Internet and Web technologies; public library management principles; library science principles and practices; customer service principles; applicable federal, state and local laws, ordinances codes, rules, regulations; standards, policies and procedures; advisory and reference resources; Dewey Decimal System; specialized databases and software applications; purchasing practices; general and specific cataloging resources; cataloging and classification principles; budgeting principles; project management principles; and, community alliances and networking principles and practices.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; managing and executing multiple tasks; analyzing and interpreting applicable laws, ordinances, codes, rules, regulations, standards, policies, and procedures; maintaining various confidential records; using computers and related software applications; developing, allocating and monitoring budgets; preparing and proofreading a variety of reports and/or documentation; exercising judgment and discretion; analyzing library programs and making recommendations for improvements; performing community outreach; compiling data and information; recognizing problems, identifying alternative solutions, and making appropriate

recommendations; maintaining inventory and supplies; and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 45 pounds of force occasionally and/or up to 20 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.