



**SAINT PAUL**  
**PUBLIC LIBRARY**

# What's My Job?

## Community Library Manager I



### SUMMARY

Community Library Manager I roles can include managing a smaller branch library, serving as assistant manager at a larger location, or overseeing a department/area at George Latimer Central Library.

They work under the guidance of a Public Services Manager or Community Library Manager II.

They support and guide staff in daily work, safety, community engagement, programming, collection development, fund management, and building-related issues. They participate and take leadership roles in systemwide projects and programs.

They support SPPL's mission, vision, and strategic directions and translate them into the ongoing work of their branch.

#### **Certified title:**

Librarian I

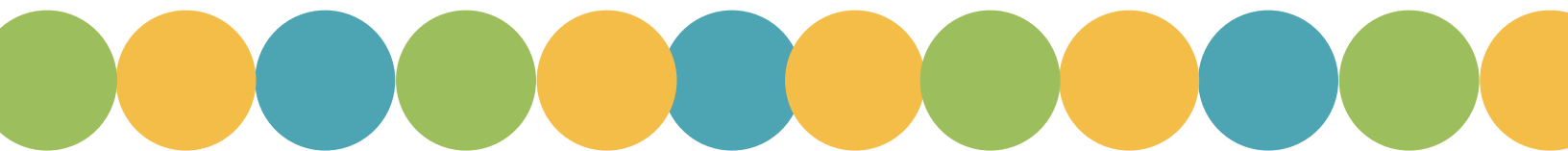
#### **Reports to:**

Librarian II  
Public Services Manager

#### **Supervises:**

Library Associate  
Library Customer Service Assistant I  
Library Customer Service Assistant II

*"I support other staff so we can collectively serve our community. I am part of a team and help give them what they need so we can do the work together."*



# What are my **responsibilities**?

## Manage library staff

- Guide, coach, and support library associates and library customer service assistants.
- Make sure staff have what they need to do their work. Field questions, remove barriers, provide or recommend training, manage workloads, problem solve.
- Set standards and expectations. Help staff understand their role, the work of the library, and how the library mission, vision, and strategic directions contribute to both.
- Strengthen teams. Recognize and affirm strengths, communicate decisions, share systemwide communications with staff.
- Hold regular 1:1 meetings with direct reports.
- Hold staff huddles and meetings.
- Provide feedback and manage performance. Draft and deliver performance appraisals and performance improvement plans under the direction of a Public Service Manager
- Respond to interpersonal issues among staff under the guidance of a Public Service Manager or Community Library Manager II.
- Share branch and system-wide information via TEAMS, email, or in-person.
- Manage timecards and approved time off.

## Manage library business

- Develop and implement staff and desk schedules, adjust daily schedules, and ensure adequate staffing coverage.
- Participate in the location's leadership team (in larger locations).
- Communicate with facilities staff about building and grounds issues.
- Manage block grant and other branch funds. Make purchases to support ongoing branch work and programming. Reconcile monthly statements.

## Create a great library experience

- Live and teach the Library Experience Promise.
- Provide reference and circulation support to customers and staff. Work desk shifts. Train staff on reference skills and customer service.

## Engage with community and partners:

- Lead promotion, outreach, and community engagement.
- Collaborate with organizations and individuals, communicate and work with community and city partners, and attend community meetings.

## Handle safety

- Promote safe, welcoming spaces for patrons and staff. Monitor buildings for safety. Train branch staff on safety procedures. Model de-escalation techniques. Handle patron behavior situations. Write incident reports and banning letters. Debrief with staff after incidents.

## Work with technology

- Collaborate with technology manager technology needs and projects.
- Troubleshoot technology issues.

## Manage programming

- Coordinate branch services and programming.
- Staff community engagement, outreach, and programming events.

## Take care of the collection

- Lead staff in branch collection work: weeding, processing new materials, requests for purchase. Discuss collection matters with MMC staff.

## Contribute to SPPL priorities

- Model racial equity philosophy and strategies.
- Prepare and deliver presentations for internal and external audiences.
- Lead and participate in systemwide project and work teams under the guidance of a Public services Manager or Community Library Manager II.
- Lead toward the Library Experience Promise, mission-vision-values, and strategic direction of SPPL.



**Depending on goals and planned work, there may be additional responsibilities that are not detailed here. Your manager will work with you on these.**