



SAINT PAUL  
PUBLIC LIBRARY

# What's My Job?

## Community Library Manager II

### SUMMARY

Community Library Manager II roles oversee a larger library facility, lead the work to serve a community, and may supervise one or more CLM I's, as well as reference and clerical staff.

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

They are responsible for overseeing all aspects of the branch, including staff support, safety, community engagement, programming, collection development, fund management, and building-related issues.

They take leadership roles in system-wide projects and programs.

*"I am responsible for managing the daily operations of the branch to fulfill the mission of the Saint Paul Public Library for our community, to use management skills to support SPPL as a system, and to keep learning. My work ensures the structure that allows others to do their work, and I provide constructive feedback to help my team members grow."*



#### Certified title:

Librarian II

#### Reports to:

Public Services  
Manager

#### Supervises:

Librarian I  
Library Associate  
Library Community  
Services Coordinators  
Library Customer  
Service Assistant I  
Library Customer  
Service Assistant II  
Library Customer  
Service Assistant III

# What are my **responsibilities**?

## Manage library staff

- Guide, coach, and support CLM Is, 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.
- Build and unify teams. Recognize and affirm strengths, build consensus, make and communicate decisions, share systemwide communications with staff.
- Hold regular 1:1 meetings with direct reports.
- Plan and lead staff huddles and meetings.
- Provide feedback and manage performance. Write and deliver performance appraisals and performance improvement plans under the direction of a Public Service Manager.
- Respond to interpersonal issues among staff.
- 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. Delegate this task to others as appropriate.
- Head the location's leadership team.
- 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

- Model, direct and teach the Library Experience Promise.
- Provide reference and circulation support to customers and staff. Work desk shifts. Train staff in-branch on skills such as reference and customer service.

## Engage with community and partners

- Coordinate other staff in promotion, outreach, and community engagement.
- Collaborate with organizations and individuals, communicate and work with community and city partners, and attend community meetings.

## Handle 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.
- Lead communication and coordinate security services in locations with dedicated security staff.

## Work with technology

- Collaborate with technology manager on technology needs and projects.
- Troubleshoot technology issues. Ensure issues are communicated to the library technology manager and/or OTC.

## Oversee programming

- Oversee 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

- Prepare and deliver presentations for internal and external audiences.
- Lead systemwide project and work teams.
- Share experiences and best practices with other staff and the wider world. Develop and facilitate training.
- 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.**