

## Job Announcement for Operations Manager, Strasburg Community Library Inc.



### I. Description of Strasburg Community Library

The Strasburg Community Library Inc. (“Library”) is an independent non-profit 501(c)(3) corporation whose mission is to be a friendly, well-run small-town library that encourages literacy, promotes lifelong learning and builds community. The Library is affiliated with the Shenandoah County Library system through a memorandum of understanding (“MOU”).

### II. Description of the Job

The part-time Operations Manager (26 hours per week) for the Strasburg Community Library Inc. pays \$16.50 per hour. The Operations Manager is responsible for the smooth and efficient day-to-day operation of the Library. The Operations Manager coordinates volunteer schedules and duties, develops and delivers Library programs, services and outreach, oversees book sales and performs other duties as assigned. The Operations Manager interacts and collaborates with the Shenandoah County Library system under the MOU and develops and sustains relationships with schools, the town and other organizations. The Operations Manager attends monthly Strasburg Library Executive Committee meetings and informs the Executive Committee of the activities of the Library. The Operations Manager is accountable to the Library’s Executive Committee which provides general guidance and direction and reviews job performance.

### III. Qualifications

The Operations Manager must have demonstrated organization, management and problem-solving skills. The successful candidate should have strong communication skills, be proficient with technology and office software and have experience managing others. Library, management or retail experience a plus.

### IV. Job Requirements

The following are the responsibilities and duties expected of a successful Operations Manager for the Strasburg Community Library Inc.

#### A. Manage Day-to-Day Library Operations

- Develop and foster a process improvement environment by encouraging ideas, identifying trends, and evaluating processes and data. Remain current in resources, services and technologies in the information field.
- Coordinate with the County Library Circulation Supervisor to direct the work of two part-time County Library Assistants

- Oversee and direct the efforts of occasional community service workers and a cadre of active volunteers.
  - Review volunteer applications and interview applicants to ensure a good fit for both parties.
  - Schedule volunteers to ensure all time slots of circulation desk are filled at least two weeks in advance. Ensure all volunteers are trained by the Volunteer trainers. Communicate circulation schedule timely to volunteers.
  - Identify training needs and opportunities and develop training programs collaboratively to provide volunteers with the skills to deliver quality service.
  - Lead and participate in discussions with volunteers, staff and the Executive Committee to explore continuous improvement opportunities, solicit feedback and promote teamwork.
  - Understand and explain Library policies, procedures and Executive Committee decisions to volunteers to resolve potential misunderstandings and achieve consistent approaches.
  - Assist Executive Committee in implementing annual goals and objectives and provide guidance to volunteers consistent with the intent of the Executive Committee.
- Ensure the safety, security, and comfort of volunteers, staff and external customers. Monitor services provided by the cleaning crew, landscape company, termite inspection firm, and other firms providing maintenance or repair services. Coordinate with the Building Maintenance volunteer to ensure the building is in good repair.
  - Troubleshoot Library computers and report unresolved to County.
- Do any Library-related task that the volunteers are unwilling or unable to do.
- Actively monitor and improve the Library's collections. Analyze circulation patterns and inventory. Identify weak areas. Perform culling reviews, organize reading of shelves and follow up on overdue and missing items.
- Purchase items to keep the Library's collection current and responsive to customer needs and confirm that each title ordered is delivered. Use County-provided budget as guide for purchases.
- Document personnel, accident and incident reports to comply with town, state and national guidelines and inform the Executive Committee immediately.
- Attend the monthly Executive Committee Meeting and provide a report in advance of the Executive Committee on Library operation metrics, book sales, Library programs and services, upcoming events and any issues requiring the Executive Committee's advice or attention.
- Serve as the point of contact for questions from the County library in Edinburg, town office, and organizations wishing to work with the Library on various projects or use the Library's conference room.
- Interact with Shenandoah County Library System under the Memorandum of Understanding.
  - Attend bi-monthly library branch manager's meeting in Edinburg.
  - Provide accurate and timely Library metrics to County.

#### B. Develop and Implement Programs, Services and Outreach

- Develop consistent service plans based on community needs analysis.
- Provide programming for all audiences consistent with the Library's mission, as scheduling allows and as indicated by community interest.

- Identify and assist volunteers who run ongoing programs for adults.
- Identify and assist volunteers who run ongoing programs for teens.
- Identify and assist volunteers who run Baby Rhyme Time, Pre-School Story time and any other ongoing children's programs.
- If programs require payment or incur expenses, ensure any contracts are signed by President and coordinate with Treasurer regarding budget and payment.
- Coordinate with volunteers for the Facebook page, Strasburg *Signal* and MailChimp to advertise programs and services.
- Develop and implement the Summer Reading Program("SRP") for children and teens in conjunction with themes and resources from the Shenandoah County Library system and the Library of Virginia.
  - Advertise the SRP through the schools and coordinate with volunteers for the Facebook page, Strasburg *Signal* and MailChimp to communicate via other channels.
  - Identify five (5) SRP-theme related programs for children and/or teens and to occur between June and August.
    - Keep track of performer contracts and collect all receipts. Send reimbursement requests and invoices to County Library for payment if appropriate.
    - Coordinate with Treasurer to ensure the budget provided is followed and that all financial deadlines are met.
  - Ensure there is sufficient volunteer coverage for these events.
- Develop, present, and evaluate programs or presentations to inform community groups of Library services.
- Assist customers with circulation, information service, and programming needs.
- Resolve information service-related complaints using independent judgement, discretion and negotiation skills and if warranted, assistance from the Executive Committee.
- Resolve non-routine customer interactions by communicating and interpreting Library policy and request assistance from the Executive Committee, if warranted. Document issue and resolution for the Executive Committee.
- Develop and sustain partnerships with schools, community organizations, government agencies, and other entities to further the Library's mission.
- Promote and represent the Library before outside groups. Coordinate with the Executive Committee when making Library presentations to outside groups as appropriate.

### C. Develop Strategy for and Oversee Book Sales

- Recruit volunteers who are interested in promoting book sales to support the Library's finances.
- Activate a book sales group which meets regularly to discuss book sales and propose sales strategies and promotions.
  - Develop donation process to maximize the yield of saleable books.
  - Develop, analyze and implement if financially advantageous, an online market presence for book sales.
  - Assist volunteers in placement of books in various sales locations in the building and porches.
  - Work closely and communicate with dealers who regularly buy books.

- Regularly check for stale merchandise and develop strategies to delete it.
- Coordinate communications about book sales with the volunteers for the Facebook page, *Strasburg Signal* and MailChimp and the County Website.
- Report monthly book revenue, book sales costs, inventory and upcoming sales promotions to Executive Committee.

D. Other duties as assigned.

## V. How to Apply and Deadline for Application

Submit a cover letter, resume and names with contact information of three (3) references to [strasburginfo@countylib.org](mailto:strasburginfo@countylib.org). Application review will begin March 31, 2023. Your resume and cover letter should provide evidence of your experience applicable to the job requirements of the Operations Manager.