**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a small- to moderate-sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff.
* Ensure policies and procedures are followed and functions are carried out efficiently and correctly.
* Are accountable for setting goals and objectives for staff members to achieve operational objectives and service standards.
* Distribute work and monitor workload among staff.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities.
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures.
* Understands the smallest details of an assigned area.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a manager of a moderate-sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Actions may have high-risk compliance or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Expected to have an advanced knowledge of the specific subject and/or functional areas related to the position and openly share their expertise and knowledge within the profession. Utilizes a proactive approach to engagement and problem solving, as issues often require integrative solutions. Employees at this rank demonstrate leadership abilities and are required to show continuous evidence of active involvement in scholarly activities. Must demonstrate advanced critical thinking, creative problem solving, customer service, interpersonal, communication, and active learning skills while reinforcing the principles of inclusion and equity in daily responsibilities.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or program director. Serves in an advanced senior resource capacity in area(s) of specialization. Acts as direct supervisor for professional staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Supervises the work of assigned personnel and evaluates based on the Performance Management Guidelines as outlined by the Library, Human Resources, and the personnel's contractually specified evaluation process. Assigns, oversees, reviews, and evaluates work of direct reports. Establishes work schedule(s) and approves timecard(s). Maintains supervisory files.
* Serves as lead or subject matter expert for integrated library platforms, systems, and current technologies related to subject or functional responsibilities.
* Promotes inclusivity and is communicative about Library and unit priorities, opportunities, and challenges with direct reports. Encourages creative thinking amongst assigned personnel and actively fosters open communication. Supports involvement in professional development activities and provides training and internal development opportunities as appropriate to each position.
* Identifies, promotes, and provides products, tools, services, venues, and opportunities that align with and foster learning, research, publication, and scholarship.
* Selects, orders, receives, assesses, monitors, organizes, and/or catalogs new and continuing Library collections materials and resources in support of the University’s curriculum and research needs as appropriate to position. Processes collections materials and resources for optimal patron discovery, access, and usability.
* Creates and performs in-person and online classroom instruction, reference and research services, workshops, and consultations as required by the position. Creates and maintains finding aids, service guides, usage instructions, and research tools to support learning and research.
* Participates and provides direction in the assessment of Library collections, programs, services, and resources.
* Develops, implements, and evaluates Library policies and procedures as related to position responsibilities.
* Maintains active engagement and creates significant contributions in professional activities at a statewide, regional, and/or national level.
* Initiates and maintains successful relationships with internal and external stakeholders.
* Assumes responsibility for compliance with US copyright law, licenses, and Library and University policies for specified products and services.
* Participates in development activities and donor engagement as appropriate.
* Oversees and maintains various reports, files, records, documentation, and statistics.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in related field.
* Minimum of six years related professional experience.

**COMPETENCIES**

 **Knowledge of:**

* Principles and practices of library information science
* Products, tools, services, venues, and opportunities that foster learning, research, publication, and scholarship at an advanced level
* Standards and best practices within subject and/or functional area of expertise
* Community educational and research needs and principles and best practices of in-person and online instruction
* Assessment standards and best practices
* Scholarly research and communications processes at an advanced level
* Service standards, policies, procedures, and processes of library operations, and of departments and University offices interfacing with the Library
* Principles of diversity, equity, and inclusion
* Standards and best practices in public and customer service
* Best practices in critical thinking, creative problem solving, and analysis
* Current integrated resource management systems at an advanced level as related to the position
* Principles and best practices in planning and organization at an advanced level
* Principles and best practices of employee supervision
* Microsoft Office and related software applications

**Skill in:**

* Supporting and implementing practices, procedures, and workflows within area of position responsibility at an advanced level
* Delivering community educational and research needs and principles and best practices of in-person and online instruction at an advanced level
* Reinforcing the principles of diversity, equity, and inclusion and working collaboratively with individuals of diverse backgrounds, experiences, and perspectives
* Modeling strong public service and interpersonal skills; developing and maintaining effective and appropriate working relationships with internal and external audiences
* Critical thinking, creative problem solving, and analysis
* Learning and working effectively in current office applications, software, and communication technologies
* Delivering reliable, effective, and appropriate verbal and written communication that follows current professional standards, language, and grammar at an advanced level
* Planning and organization at an advanced level
* Preparing and maintaining accurate records and reports
* Creating and managing internal documentation, including training and group presentation materials
* Employee supervision, leadership, and mentoring

**Ability to:**

* Align current tools, services, venues, and opportunities to support learning, research, publications, and scholarship at an advanced level
* Actively engage with stakeholder communities through outreach and networking.
* Maintain active engagement and create significant contributions in professional activities at a statewide, regional, and/or national level
* Make a positive contribution to a culture of inclusion and respect in all interactions within the Library and across the University
* Maintain the confidentiality of information and professional boundaries and continuously demonstrate strong public and customer service skills in all interactions
* Work independently to analyze information, draw conclusions and understandings, and present such conclusions effectively to stakeholders
* Maintain an advanced level of active learning skills and currency in professional standards, practices, procedures, policies, and technologies related to position responsibilities
* Continually deliver reliable, effective, and appropriate verbal and written communication that follows current professional standards and the correct use of language and grammar at an advanced level
* Successfully plan, organize, and manage workflows and operations at an advanced level
* Be responsive, flexible, and adaptive in approach to work
* Create and manage internal documentation, including training and group presentation materials
* Manage budgets and produce reports on budget requests, encumbrances, and expenditures
* Effectively supervise, lead, and motivate others