**Phase 1: Diary Entry Prompts**

The following prompts are answered by all volunteer participants from the case population. Those participants who complete each of the three entries will be eligible to be part of the purposive sample who will be interviewed in Phase 2 of the study.

Diary Entry #1: Exploring how a participant initially became a manager

1. Describe how you first became a library manager. Was this a planned step in your career? If not, what prompted you to apply for the position? Was this managerial position at the library in which you were working at the time?
2. Describe how you prepared for this first managerial job. If it was part of your career plan, what steps and/or actions did you take to get ready to apply for a managerial position? If it was not part of your plan, did you take any steps and/or actions to prepare yourself prior to applying and/or accepting the position? What steps and/or actions did you take during your first year to learn more about being a manager?
3. What surprised you the most that first year in that managerial position (include both positive and negative surprises)? Describe the situation(s) or event(s). How did you handle them?

Diary Entry #2: Exploring supervisory knowledge

1. Describe what “supervising staff” means to you.
2. Describe the situation(s) or event(s) that helped you gain the knowledge, skills, and behaviors to supervise staff as you described it above. A few areas to think about might include providing feedback (coaching and corrective), writing and giving performance evaluations, or deciding when to take disciplinary action.
3. In which of these areas that you describe above do you feel proficient? What are the elements that led you to believe you have gained proficiency?
4. In which of these areas that you describe above do you feel you are not proficient? Describe what proficiency will look like for you in the area you described above. What plans, if any, do you have toward gaining proficiency in these areas?

Diary Entry #3: Exploring the work of the manager

1. Describe the most important job duties in your current managerial position (other than direct supervision of staff which you described in the previous diary entry).
2. Choose from one of the duties in which you are proficient and describe the situation(s) or event(s) that led to building the knowledge, skills, and behaviors for that proficiency. Did you already possess some of the knowledge, skills, and behaviors needed prior to becoming a manager? If so, please include these steps and/or actions in your description.
3. Choose from one of the duties in which you are still working toward proficiency, possibly something newly assigned as a job duty. Describe the event(s) or situation(s) that are key to helping you gain the knowledge, skills, and behaviors that will lead to proficiency. What are you currently doing or working on that will contribute toward gaining your proficiency?