

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of specialized clerical and administrative duties in support of the Library Board of Trustees, the Library Foundation, various Committees, the District Director, and District staff; composes, types, formats, and proofreads a variety of documents and correspondence; oversees and handles office procedures and other tasks as assigned by the District Director; acts as liaison between the Friends of the Library, Library Foundation, and the District Director; recruits, trains, and oversees library volunteers; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the District Director. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification which performs the full range of administrative support tasks, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Performs a variety of specialized clerical and administrative duties in support of the Board of Library Trustees, the Library Foundation, various Committees, the District Director, and District staff.
- Prepares, distributes, posts, and/or uploads agendas, packets, policies, and other official documents for the Library Board of Trustees; prepares for and attends Board meetings; takes, transcribes, and edits meeting minutes and meeting recordings; prepares Resolutions adopted by the Board for official signatures; ensures official records are distributed and maintained as required by law.
- Answers and screens incoming telephone calls; addresses patron questions, issues, complaints, concerns, and requests for information; assists patrons with interpreting and applying District policies, procedures, and rules; refers issues to the appropriate staff or department; greets visitors.
- Composes, types, formats, and proofreads a variety of documents and correspondence including presentations, letters, emails, memoranda, budget reports, spreadsheets, and related business documentation; checks drafts for punctuation, spelling, and grammar, and suggests corrections.
- Serves as the District's Notary Public; provides notary services to patrons; conducts oaths of office; certifies appointments for elected and appointed officials.
- Acts as liaison and works in conjunction with the Los Angeles County Registrar Recorder County Clerk to comply with regulations governing district elections and board appointments; maintains current roster of officeholders; prepares publicity and other materials regarding elections; files required election documents.

- Initiates Conflict of Interest code filings for District staff and the Board to comply with the Fair Political Practices Commission (FPPC) in conjunction with the Los Angeles County Board of Supervisor's Executive Office; monitors compliance with required filings; processes Statement of Economic Interest forms for District officials assuming and leaving office.
- Recruits, trains, and oversees library volunteers; conducts orientation meetings; interviews, screens, processes applications, oversees, and schedules volunteers; trains volunteers; maintains volunteer records; collaborates with supervisors to provide training; provides references and letters of reference for volunteers applying for colleges and grants.
- Communicates with and schedules volunteers for special events, activities, and specialized jobs for the Library including book sales and other Library support group functions; reads and responds to email applications and walk-ins inquiring about volunteering at the Library; matches volunteers to appropriate tasks, seeking to fulfill the needs of the organization as well as the individual; maintains volunteer records; prepares reports regarding volunteer activities.
- Ensures compliance for legally required training for the Board and District staff; maintains records of completed training; ensures legal compliance for Board-related activities and operations.
- Opens, sorts, and distributes incoming mail, packages, email communications, correspondence, reports, requests, and complaints to appropriate staff; prepares outgoing mail; prints and mails billing notices for library patrons.
- Maintains the District's facility use calendar; ensures availability and accommodations for District programming, events, and meetings; accommodates external parties when possible; receives and responds to requests for facility use, including meeting room requests and requests for filming.
- Develops and administers appropriate filing systems and record retention schedules and processes; ensures files are current and documents are filed accurately and promptly; assists in maintaining District administrative records, files, and policy documents; collaborates with District Director and department managers regarding development of policy and procedure documents.
- Maintains confidentiality of documents, records, communications, and other information.
- Attends meetings, conferences, workshops, and training sessions, and reviews publications and materials to remain current on laws, principles, practices, and developments related to assignment.
- Maintains inventory of office equipment and supplies; orders supplies as necessary or requested for all departments.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative support and office management procedures and methods.
- Organization and function of public agencies, including the role of an elected body and appointed boards and commissions.
- District-wide policies, processes, and procedures.
- Municipal elections processes and procedures.
- Notary Public functions and services.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures including the Public Records Act, the Freedom of Information Act, the Ralph M. Brown Act, Fair Political Practices Commission (FPPC) procedures and regulations, election laws and procedures, legislation governing ethics and conflicts of interest for elected officials, and public meeting procedures.
- Business letter writing and the standard format for reports and correspondence.

- Principles, practices, and procedures related to public agency record keeping and record retention.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide varied and responsible office administrative support work.
- Maintain confidentiality and assure discreet handling in all aspects of patron, staff, and District information.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Enter and retrieve data from a computer system and prepare written materials with enough speed and accuracy to perform the work.
- Prepare and deliver effective oral presentations.
- Contact and communicate with local entities, organizations, and resources to maximize volunteer outreach potential.
- Cultivate contacts with skilled volunteers.
- Be flexible, creative, forward thinking, and have the ability to adapt to a constantly changing environment.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Handle disputes and complaints in a calm and tactful manner.
- Prepare official minutes, resolutions, and policies.
- Establish and maintain a variety of filing, record keeping, and tracking systems
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of responsible administrative support experience including experience working with an elected or appointed governmental body.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of appointment, a valid Notary Public certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, performs District budgeting, financial, and accounting functions; administers human resources, payroll, and risk management programs; performs data gathering and statistical and financial reporting; performs a wide variety of complex analytical and administrative tasks requiring specialized knowledge of library policies and procedures; ensures compliance with relevant laws, standards, and District rules and regulations; provides complex and responsible support to the District Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the District Director. Supervises staff as assigned.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification responsible for independently performing professional duties in support of the District's budgeting, financial, and accounting functions as well as administration of human resources, payroll, and risk management programs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Oversees the District's budget process, including development of the annual budget and budget amendments for review and approval by the Board of Library Trustees; coordinates and compiles budget requests from all departments; submits budget documents to the District Director for review and consideration; monitors District-wide budget expenditures; presents revenue and expenditure reports to the Library Board of Trustees.
- Performs a variety of tasks in support of the District's accounting programs including accounts payable, accounts receivable, grant funding, compliance, and reporting, and general accounting; originates and records journal entries; maintains general ledger; reconciles bank and credit card statements; maintains a variety of financial schedules, records, and files; prepares supporting documentation and assists with independent annual audits.
- Oversees collection and disbursement of revenues, petty cash and cash related transactions, refunds, bank deposits, bank transfers, and receipts; reviews, verifies, and processes District expenditures, including invoices, credit card bills, and procurement documents; prepares, processes, prints, and forwards payments to vendors; researches and resolves vendor billing issues and payment discrepancies.
- Proposes and implements policies and procedures that promote the fiscal well-being of the District; alerts the District Director of any potential fiscal problem areas.
- Manages the District's human resources functions including the recruitment and selection processes for library positions; posts job bulletins; accepts and screens employment applications; recommends candidates for interviews; schedules interviews and coordinates interview panels; compiles interview

scores and generates eligible lists; conducts pre-employment background checks and related processes for selected candidates; adheres to employment laws regarding recruitment and selection of District personnel.

- Oversees onboarding of new hires including collection and processing of required documents, enrollment in benefit plans, and employee orientation programs; maintains complete and legally compliant personnel records and files.
- Administers employee benefit programs including insurance, paid leave, retirement, Social Security, open enrollments, Family and Medical Leave (FMLA) requests, and deferred compensation programs; communicates with benefit brokers regarding benefit products and insurance premiums; processes payments for insurance, retirement, and deferred compensation benefits; responds to employee inquiries.
- Develops and updates human resources policies and procedures; provides human resources counselling and advice to management; develops and implements new or revised human resources programs, systems, procedures, and methods of operation.
- Administers District payroll; collects and reviews employee timecards; inputs and submits payroll data into database; disburses paychecks; records payroll entries into District's accounting system; serves as primary contact for all payroll issues.
- Manages programs for general liability, property/casualty, safety, and loss control plans; serves as liaison to insurance companies and service providers to ensure a cost-effective risk management program; establishes and reviews insurance requirements for vendors; interfaces with insurance authority regarding all claims against the District; assists in coordinating employee safety training programs and training on emergency policies and procedures.
- Responds to internal and external customer needs by providing solutions and/or referrals; greets and assists internal and external customers in a friendly, prompt, and accessible manner; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; works in conjunction with administration, management, and other District staff to respond to the needs of the public.
- Interprets complex rules, regulations, contracts, policies, and procedures; applies such interpretation in the performance of assigned responsibilities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern principles, practices, and methods of public and governmental accounting and financing, including budgeting, general accounting, auditing, financial reporting, and their application to District operations.
- Principles, practices, and techniques of human resources administration in a public agency setting, including recruitment and selection, benefits program administration, classification, compensation, and the interpretation of labor laws, regulations, policies, and procedures.
- Policies, procedures, practices, and methods related to risk management including workers' compensation and liability claim processing and administration of employee safety programs.
- Principles, practices, and procedures for processing payroll and purchasing functions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Financial forecasting methods and techniques.
- Complex mathematical and statistical techniques.

- Principles and practices of research, analysis, reporting methods, and data collection.
- Library vendors, trends, and marketplace.
- Effective practices in evaluation and outcomes measurement.
- Principles and procedures of record keeping, document processing, and filing systems.
- District and mandated safety rules, regulations, and protocols.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of professional finance, accounting, and payroll duties such as reviewing, analyzing, recording, and documenting a diverse range of financial transactions and verifying the accuracy of financial data.
- Perform a variety of professional human resources duties involving administration of employee benefits, recruitment and selection, training and development, and classification and compensation functions.
- Perform a variety of professional risk management and employee safety functions including review and processing of workers' compensation and liability insurance claims and administering programs to maintain a safe working environment for District employees.
- Maintain confidentiality of sensitive personal information of current and former employees and other matters affecting District human resources administration.
- Conduct complex research projects on a wide variety of finance, accounting, human resources, payroll, and risk management topics.
- Analyze statistical data; evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear, complete, and concise statements and reports.
- Understand and analyze accounting, budgeting, and financial statements and reports.
- Develop long and short-term goals and objectives that support the District's business functions including identification of funding sources.
- Manage and improve business processes and operations by ensuring continuity and integration of policies and procedures with the District's mission and strategic plan.
- Plan and monitor expenditures to meet District objectives and compliance; prepare, review, and examine budget documents and reports; audit, reconcile, and balance bank statements.
- Analyze, post, balance, and reconcile financial ledgers, reports, and accounts; ensure proper authorization and documentation for disbursements and other financial transactions.
- Allocate resources, plan procurement, and oversee budgets and contracts to ensure the District's fiscal stability.
- Commit to the principles of intellectual freedom and equal access.
- Make accurate arithmetic, financial, and statistical computations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, accounting, finance, human resources, or a related field.

Experience:

- Three (3) years of professional public agency experience in finance administration, accounting, human resources administration, or a related field.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

ASSISTANT LIBRARY DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for functions and activities of the Library including Adult Services, Youth Services, Technical Services, Branch Services, and collection development; formulates District policies, goals, and directives; coordinates assigned activities and fosters cooperative working relationships with District departments, officials, community groups, and various private and public groups; provides highly responsible and complex professional assistance to the District Director in areas of expertise; serves as acting District Director in his or her absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the District Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Library's operations, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the District Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the Library Board of Trustees, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the District with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the District. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Assumes management responsibilities as assigned by the District Director. This encompasses Library programs, services, and activities including Adult Services, Youth Services, Technical Services, Branch Services, and collection development; plans and directs public services, support services, and other library functions; ensures Library operations are running effectively and efficiently.
- Develops, directs, coordinates, monitors, and ensures the implementation of strategic plans, goals, objectives, policies, procedures, priorities, and work standards for the District, in conjunction with the District Director; establishes, within District policy, appropriate budget, service, and staffing levels.
- Participates in the development and administration of the District's budget; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary; coordinates acquisition and administration of grants.
- Selects, trains, motivates, and directs District personnel; strives to create a positive work environment for staff; evaluates and reviews work for acceptability and conformance with department standards,

including program and project priorities and performance evaluations; works with employees to correct deficiencies; evaluates staff training needs and coordinates training and professional growth opportunities; recommends disciplinary action; approves personnel changes; responds to staff questions and concerns.

- Contributes to the overall quality of the District's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies best practices and opportunities for improvement; directs the implementation of change.
- Manages all aspects of collection development including, but not limited to, oversight of selectors, analysis of data to determine needs, weeding and replacement strategies, development of standards, and purchases of library materials.
- Coordinates programs and desk activities to meet current and future needs of the community; evaluates the effectiveness of Library programs and services.
- Represents the District to elected officials and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate; performs facilities planning functions.
- Negotiates contracts and agreements with library vendors; coordinates with department representatives to determine District needs and requirements for contractual services; oversees work performed by vendors.
- Attends, participates in, and makes presentations at meetings of the Library Board of Trustees, Friends of the Library, and a wide variety of committees, boards, and commissions.
- Attends and participates in professional group meetings, conferences, and other functions; stays abreast of new trends and innovations in the field of library operations and services; evaluates trends and makes recommendations to modify District processes and procedures accordingly.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
- Responds to inquiries and complaints from library patrons, community members, and the general public; assists with resolutions and alternative recommendations; greets and assists internal and external customers in a friendly, prompt, and accessible manner; creates positive experiences for library patrons by effectively and efficiently performing tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas.
- Serves as a spokesperson for the District at a variety of community events, meetings, and other public relations activities; advocates for the District in the community; makes presentations to and works with community members regarding Library services; participates in and develops outreach efforts.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, responsibilities, and limitations of an elected Board of Trustees.
- Current library administration principles, organization, and procedures.
- Information technology related to the delivery of library services.
- Principles of change management.
- Theory, principles, and practices of modern library management including collection development and technical services.
- Methods and techniques of developing technical and administrative reports and business correspondence.
- Research methods and techniques.
- Federal, State, and local laws, codes, and regulations relevant to assigned areas of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the District.
- Prepare and administer budgets; allocate limited resources and achieve maximum public benefit in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical, and administrative support personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Apply common sense and logic in decision making.
- Gain cooperation through discussion and persuasion.
- Effectively manage workplace diversity issues in a diverse organization; understand, celebrate, and serve diverse groups of people.
- Foster a culture that encourages innovation.
- Assume responsibility for maintaining a safe working environment.
- Commit to the principles of intellectual freedom and equal access.
- Initiate, recommend, and carry out personnel actions.
- Hold self and others to the highest level of accountability.
- Maintain a personal commitment to providing exceptional public service.
- Prepare and deliver effective presentations before community groups, Board of Library Trustees, commissions, committees, and District staff.
- Effectively represent the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in library and information science or a related field.

Experience:

- Five (5) years of increasingly responsible professional library experience in a management or leadership capacity, including three (3) years of supervisory experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

DISTRICT DIRECTOR

DEFINITION

Under policy direction from the Board of Trustees, the District Director serves as the Chief Executive Officer of the Altadena Library District; plans, organizes, and administers the District's operations, services, and programs, subject to approval by the Board of Trustees; provides day-to-day leadership for District staff; serves as the District's staff liaison and maintains effective working relationships with the Board of Trustees, Friends of the Library, Library Foundation, and other boards and commissions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Board of Trustees. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

The District Director serves as the Chief Executive Officer of the District, is accountable to the Board of Trustees, and has overall responsibility for the development, management, and administration of the District's operations, services, and programs. The incumbent is expected to exercise independent judgment, wisdom, common sense, and initiative in establishing efficient and effective operations consistent with Board policies. The incumbent acts as the District's staff liaison to the Board, Friends of the Library, Library Foundation, and other boards and commissions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, and administers operations of the Library District either directly or through subordinate management and supervisory staff; coordinates and evaluates the work of the District in accordance with applicable laws, codes, regulations, and adopted policies and objectives of the Board of Trustees; ensures staff work is completed on time and accurately.
- Directs and coordinates the development and implementation of strategic plans, goals, objectives, programs, and policies for the Board of Trustees and the District; develops administrative policies, procedures, and work standards to ensure strategic plans, goals, and objectives are met, and services are provided in an effective, efficient, and economical manner.
- Oversees the preparation of the District's annual budget and periodic budget adjustments for Board consideration and approval; conducts studies and makes oral and written budget presentations; authorizes directly or through staff, budget transfers, expenditures, and purchases; explores potential revenue sources; performs fund raising activities; seeks and applies for grants; provides information regarding the financial condition and needs to the Board of Trustees.
- Develops and standardizes policies, procedures, and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, projects, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies best practices and opportunities for improvement and recommends to the Board of Trustees.

- Recruits, selects, trains, motivates, and evaluates assigned staff; oversees human resources administration functions; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures; directs and coordinates the work plan and work flow for assigned staff; assigns work activities, projects, and programs; reviews and approves timecards and payroll; reviews and evaluates work products, methods, and procedures; oversees personnel actions and addresses personnel issues.
- Prepares and recommends long- and short-term plans for District programs, services, and funding; directs the development of specific proposals for action regarding current and future District needs; participates in Library Board meetings by preparing agendas, presenting reports and policy matters for Board review, and taking Board minutes.
- Ensures the Board is kept informed of District functions, activities, issues, programs, and financial status, and of legal, social, and economic issues affecting District activities; maintains an open and transparent posture with staff and the Board; provides regular updates to the Board President and other standing or ad hoc committees.
- Oversees the administration, development, use, and maintenance of all District buildings, grounds, and equipment; works closely with staff on maintenance efforts to ensure safety and security of staff and the public throughout the main and branch libraries.
- Plans and directs the acquisition, implementation, and usage of information technology; works closely with staff on issues that arise related to technology or facilitating upgrades to current systems.
- Represents the District and the Board in meetings with governmental agencies, other libraries, community groups, and various business, professional, educational, regulatory, and legislative organizations; directs and coordinates the public relations activities of the library; conducts community outreach, networking, community relations, and advocacy efforts for the Library including attending meetings of the Altadena Town Council, Friends of the Altadena Library, Library Foundation, and Christmas Tree Lane Association Board; attends special events; makes presentations to community groups and encourages citizen participation in the affairs of the District.
- Oversees Library operations including system-wide program and event schedules; conducts meetings with management team and staff; discusses workplans, progress, and any roadblocks with staff.
- Selects vendors and enters agreements for contractual services; ensures contractors provide adequate insurance to reduce liability for the District; ensures proper performance of contractors.
- Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials; prepares and submits reports of library activities to the Library Board, the State Library of California, and other governmental agencies as required.
- Monitors changes in laws, regulations, technology, and trends that may affect District operations; implements policy and procedural changes as required; maintains memberships in professional associations; attends conferences, workshops, and training opportunities.
- Investigates and responds to the most complex, difficult, and sensitive public and staff inquiries and complaints regarding the administration and services provided by the District; assists with resolutions and alternative recommendations; maintains cordial relations with all persons entitled to the services of the District.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program and policy development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- Human resources and personnel management practices.
- General principles of risk management.
- Principles, practices, and procedures of public administration.
- Functions, authority, responsibilities, and limitations of an elected Board of Trustees.
- Current library principles, administration, organization, and procedures.
- Planning, administering, and appraising a public library program.
- Information technology related to the delivery of library services.
- Principles of change management.
- Theory, principles, and practices of modern library management including collection development and technical services.
- Functions, services, and funding sources of a government entity.
- Current social, political, and economic trends affecting local government and service provision.
- Recordkeeping principles and procedures.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Methods and techniques of developing technical and administrative reports and business correspondence
- Research methods and techniques.
- Federal, State, and local laws, codes, and regulations relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Library District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical, and administrative support personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.

- Effectively manage workplace diversity issues in a diverse organization; understand, celebrate, and serve diverse groups of people.
- Foster a culture that encourages innovation.
- Assume responsibility for maintaining a safe working environment.
- Commit to the principles of intellectual freedom and equal access.
- Hold self and others to the highest level of accountability.
- Maintain a personal commitment to providing exceptional public service.
- Prepare and deliver effective presentations before community groups, Library Board of Trustees, commissions, committees, and District staff.
- Work cooperatively with, provide highly complex and responsible staff support to, and implement the policies of the Library Board of Trustees.
- Effectively represent the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations; build relationships with community members and stakeholders.
- Direct the preparation of clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in library and information science or a related field.

Experience:

- Seven (7) years of increasingly responsible professional library experience in a management or leadership capacity, including four (4) years of supervisory experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter,

and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

FACILITIES MAINTENANCE WORKER

DEFINITION

Under general supervision, performs a variety of routine custodial, semi-skilled maintenance, and repair duties of District buildings and grounds; maintains offices, rooms, furniture, and equipment in a clean, sanitary, safe, and secure condition; performs a variety of maintenance duties including electrical, plumbing, painting, and other minor building maintenance work; maintains landscape, gardens, walkways, parking lots, and grounds; installs and repairs irrigation systems; ensures library facilities and grounds are kept clean and safe for staff and patrons; and performs work duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This fully qualified journey-level classification performs the full range of custodial, landscape, and semi-skilled maintenance duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Performs routine custodial duties involved in cleaning, caring for, and maintaining library offices, rooms, and facilities; sweeps, mops, and polishes floors and steps; vacuums rugs and carpets; operates equipment such as floor buffers and vacuum cleaners; empties and cleans trash containers; gathers and disposes of recyclables.
- Cleans and disinfects restrooms including toilets, sinks, and other fixtures; stocks restrooms with supplies such as soap, toilet paper, and other sanitary dispensers.
- Cleans, washes, dusts, and polishes furniture, equipment, doors, windows, walls, blinds, books, bookshelves, light fixtures, and ceilings at both main and branch library facilities; reconditions office furniture.
- Performs landscape maintenance activities including weed abatement, fertilizing, and minor tree trimming; mows and edges lawns; edges around trees and sprinklers; trims, prunes, mulches, and plants shrubs, bushes, trees, flower beds, and ground cover; operates leaf blower; maintains exterior grounds, sidewalks, driveways, walkways, and parking lots, ensuring areas are clean and free of trash and debris.
- Operates, adjusts, and repairs automatic landscape irrigation controllers; services sprinkler heads; reports malfunctions or unsafe conditions; hand waters trees, bushes, plants, and flower beds.
- Paints walls, bookcases, bathrooms, and building exteriors.
- Maintains and replaces light bulbs, fluorescent tubes, and other lighting fixtures; performs minor electrical repairs.

- Performs basic plumbing repairs including fixture leaks, installation of faucets, and unclogging of sewers.
- Maintains and repairs electrical, heating, and other equipment such as small electric motors, fans, filters, and compressors; repairs and maintains equipment.
- Assists in coordination and set-up of special events and programs; sets up conference rooms for meetings; sets up tables and chairs; moves office furniture and equipment.
- Delivers books to and picks books up from main and branch libraries; retrieves books from book drops.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, methods, materials, and equipment related to the cleaning, maintenance, repair, and inspection of buildings and equipment.
- Methods, materials, and equipment used in landscape maintenance work.
- Principles, methods, materials, and equipment used in skilled trades including electrical, irrigation, painting, and plumbing.
- Proper cleaning methods and the safe usage of cleaning materials, disinfectants, and custodial tools and equipment.
- Surface preparation and application of paints appropriate to different internal and external surfaces.
- Operation and maintenance of a wide variety of hand, power, and shop tools and equipment common to the fields of electrical, plumbing, irrigation, and related building trades.
- Water conservation techniques.
- Basic mathematical skills.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of semi-skilled and skilled tasks in the maintenance and repair of District buildings, facilities, and landscapes.
- Operate a variety of hand and power tools used in custodial, electrical, painting, plumbing, and irrigation work.
- Use a variety of landscape and gardening equipment to maintain library grounds.
- Inspect, operate, install, and repair automatic landscape irrigation controllers and sprinklers.
- Learn and apply various water conservation techniques.
- Clean and care for assigned areas and equipment.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Perform basic mathematical computations.
- Understand and follow oral and written instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High School diploma or equivalent.

Experience:

- Two (2) years of experience performing semi-skilled tasks in landscape maintenance, facilities maintenance, one or more building trades, or a related field.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp, and make repetitive hand movement in the performance of daily duties; to climb and descend ladders; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, which may include working on live electrical wires. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in District buildings and facilities; are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants, and vermin, insects, parasites, etc. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

FACILITIES MANAGER

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing custodial, facilities maintenance, landscape maintenance, and building security duties for District facilities, grounds, and related mechanical, electrical, and plumbing systems; plans and coordinates a comprehensive program for maintenance, repair, and construction projects involving District facilities and grounds; selects and oversees contractors; prepares and monitors budgets; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Facilities Maintenance series that exercises independent judgment on diverse and specialized landscape and facilities maintenance and security activities and construction projects with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of facilities maintenance, landscape maintenance, and facilities security staff at the main and branch libraries; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion of staff.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of staff performing facilities and landscape maintenance work and security functions; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes and reviews with appropriate management staff; implements improvements; identifies and addresses preventive maintenance needs.
- Participates in annual budget preparation including budgeting for construction projects; identifies resource needs; prepares detailed time and material cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from patrons, staff, other departments, and outside agencies; recommends corrective actions to resolve issues; greets and assists internal and external customers in a friendly, prompt, and accessible manner.
- Develops and manages requests for proposals (RFP) and bids for contracted services and construction projects per District policy; prepares scope of work and technical specifications; evaluates proposals, assesses costs, and recommends award; negotiates bids and contracts; administers contracts and monitors work performed by outside contractors to ensure compliance with District specifications, project requirements, budget, timeline, service quality, and building and safety codes; finalizes and signs off on completed projects.
- Coordinates assigned services and operations with library staff, community organizations, outside agencies, and external customers; works in conjunction with management and other staff to respond to the needs of the public; informs staff and the Library Board of Trustees regarding major project proposals, progress, and status of facilities projects; secures building permits and licenses as required.
- Responds to calls during emergency situations; evaluates potential building damage and takes necessary steps to protect District property.
- Assists with general maintenance, cleaning, and repair duties; repairs and replaces building and grounds fixtures; performs electrical repair work on outlets, electrical lines, and landscape lighting; adjusts indoor temperature of library rooms and offices remotely; inspects utility systems to ensure compliance with building regulations; stays abreast of changes to building and fire codes.
- Develops and administers procedures for procuring services, materials, equipment, and supplies to support District facilities and landscape maintenance projects and functions.
- Creates positive experiences for library patrons by effectively and efficiently performing job tasks; ensures District services are provided with exceptional customer service and the highest levels of ethical standards; presents a positive image of the Library in attitude, communications, and appearance while performing duties in both public and staff areas.
- Maintains files, databases, and records related to construction and maintenance work performed; prepares a variety of written reports, memoranda, and correspondence.
- Represents the District in meetings with members of other public and private organizations, community and library affiliated groups, as well as contractors, developers, and the public; works with members of the community on facility and landscaping projects.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols; develops, implements, and coordinates employee safety training programs; conducts safety inspections as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring including calculating labor and materials costs.

- Principles, practices, methods, and techniques of facilities maintenance, custodial maintenance, landscape maintenance, building security, construction, plumbing, electrical, and related work.
- Principles, methods, and practices of managing construction projects.
- Current trends related to areas of responsibility.
- Applicable Federal, State, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility including California Occupational Safety and Health Administration (Cal-OSHA) and International Code Council (ICC) building code practices.
- Principles and procedures of record keeping.
- District and mandated safety and risk management rules, regulations, practices, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex facilities, landscape, and skilled trades maintenance and repair duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Manage building and facility construction projects.
- Maintain a safe working environment.
- Safely operate hand and power tools and materials used in all facets of work.
- Calculate quantities, times, distances, measures, weights, and material and supply needs.
- Hold self and others to the highest level of accountability.
- Prepare requests for proposals to solicit bids for major projects; select and oversee the work of outside contractors.
- Respond to complaints or inquiries from patrons, staff, and outside organizations.
- Read, understand, and interpret blueprints, plans, and specifications.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or equivalent, supplemented by courses in building construction, maintenance, or a related field. Equivalent to a bachelor's degree from an accredited college or university with major coursework in building maintenance, construction, or a related field is preferred.

Experience:

- Five (5) years of experience in construction, facilities maintenance, landscape maintenance, or a related field, including two (2) years at a lead or supervisory level.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp, and make repetitive hand movement in the performance of daily duties; to climb and descend ladders; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, which may include working on live electrical wires. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in District buildings and facilities; are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants, and vermin, insects, parasites, etc. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

May be required to be on-call and to work various shifts or emergencies on evenings, weekends, and holidays.

FACILITIES MONITOR

DEFINITION

Under general supervision, monitors and maintains the safety and security of library properties, facilities, patrons, and employees; performs routine patrol and monitoring of library interiors and exteriors to ensure patrons are behaving appropriately and safely; opens and closes library facilities; ensures patrons are appropriately reading, using computers, completing homework, conducting research, locating books and media to check out, or sitting quietly; and performs work duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification which initially works under close supervision. Incumbents learn and perform routine patrol, observation, and monitoring duties, and enforcement of library regulations. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Monitors and maintains the safety and security of library properties, facilities, patrons, and employees; ensures the orderly conduct of patrons.
- Performs routine patrol of library interiors and exteriors by walking around and observing patrons; determines whether patrons are behaving appropriately and safely; patrols parking lots and grounds at main and branch libraries to prevent loitering and theft from cars; immediately reports any misuse of library property, facilities, or inappropriate activities to supervisor.
- Addresses, diffuses, and/or reports potential criminal activity or suspicious behavior such as vandalism, theft, or loitering to law enforcement agencies, local authorities, and/or supervisory personnel.
- Communicates library rules to patrons of all ages, as needed; issues verbal warnings and enforces library rules and regulations regarding inappropriate behavior, such as creation of disturbances, harassment of staff or patrons, drinking or drunkenness, smoking in the building, and panhandling; escorts disruptive individuals from building.
- Checks to ensure all patrons have left building prior to closing; assists in clearing the building of patrons upon closing; closes library facilities, locks doors, and sets security alarm systems.
- Ensures patrons are appropriately reading, using computers, completing homework, conducting research, locating books and media to check out, or sitting quietly.

- Actively engages with visitors and staff to create a welcoming and respectful environment while ensuring compliance with library standards of behavior; answers routine directional and informational questions of patrons, referring them to the appropriate personnel for assistance; provides general assistance to library staff in matters relating to building security, safety, and maintenance; works the front desk at the branch library when needed.
- Notifies supervisor of facilities and groundskeeping needs such as broken equipment or fixtures; maintains aesthetics of library facilities; assists with setting up facilities for meetings; provides support with library related events.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and procedures related to security monitoring activities.
- Techniques and methods of administering warnings.
- Techniques and methods of escorting disruptive individuals from the premises.
- Effective, non-punitive, non-disciplinary techniques.
- Effective methods of supervising children and young adults.
- Problem-solving techniques and resources relating to safety and security protocols.
- Types of behavior that may constitute criminal or suspicious activity.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor and maintain the safety and security of library properties, patrons, and employees.
- Exercise effective observation skills.
- Learn, understand, and communicate library rules to patrons of all ages.
- Administer warnings and escort disruptive individuals from the premises.
- Clean and care for assigned areas and equipment.
- Report any misuse of library property, facilities, or inappropriate activities to supervisor or local law enforcement.
- Work with minimal supervision.
- Exercise good judgment under adverse conditions.
- Understand and carry out oral and written instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or equivalent.

Experience:

- No prior experience is necessary.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to inspection work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

May be required to work evenings and weekends and serve on-call to work various shifts or emergencies.

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, manages, and oversees the daily functions, operations, activities, projects, and programs of the District's information technology and telecommunications functions; provides leadership in implementing information technology initiatives; ensures I.T. programs fulfill the business goals and objectives of the District; performs long-range planning related to the acquisition, maintenance, and replacement of hardware and software throughout the District; manages the effective use of District resources to improve organizational productivity and customer service; provides complex and responsible support to management in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the District Director. Supervises staff as assigned.

CLASS CHARACTERISTICS

This is a program manager classification responsible for planning, organizing, and managing the operations and activities of the District's information technology and telecommunications programs. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to information technology systems and initiatives. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, activities, projects, and programs of the District's information technology and telecommunications functions; provides leadership in implementing information technology initiatives; ensures I.T. programs fulfill the business goals and objectives of the District.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the utilization, maintenance, repair, and enhancement of the District's information technology and telecommunications systems; plans and manages large-scale maintenance and capital improvement projects; recommends within division policy, appropriate service levels.
- Develops, administers, and oversees the District's information technology, telecommunications maintenance, and capital improvement plan budgets; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding; assists staff in preparing grants to secure additional funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures;

assesses and monitors workload and administrative and support systems; identifies opportunities and makes recommendations for improvement.

- Analyzes I.T. and telecommunications needs; determines which functions should be implemented by District staff and which should be contracted out.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with District specifications and service quality; directs work of contractors providing services necessary to maintain the District's I.T. and telecommunications equipment and systems; oversees installation of systems and equipment including computers, telecommunications lines, servers, telephones, and printers.
- Manages, administers, and maintains the District's information technology infrastructure; evaluates, selects, and recommends District-wide information system purchases; develops long-term information system strategies to plan for and control system upgrades and growth; evaluates and recommends new technologies and purchases of equipment and materials to support the District's I.T. and telecommunications needs; encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Resolves computer system problems as they occur; provides direction and technical supervision to external consultants who perform systems related tasks; ensures necessary repairs and maintenance on District I.T. and telecommunications equipment and systems are carried out in a timely manner, including emergency repairs that may be needed outside of normal business hours; develops preventive maintenance plans and schedules for related equipment.
- Provides high-quality internal customer service to District departments; performs technical support, installation, maintenance, and repair of hardware including computers and other equipment such as radio frequency identification (RFID), remote and virtual computer access systems, building alarm systems, security cameras, telephones, cell phones, voicemail, desktop computers, laptop computers, servers, printers, photocopiers, local and wide area networks, operating systems, enterprise applications, Integrated Library System software, electronic mail, and Internet access.
- Works with District Director and Board of Trustees to develop plans for major information technology expansion and improvement projects; meets with other departments regarding their information technology and computer system needs, projects, and initiatives; determines the scope and priorities of projects; discusses and recommends system capacity and equipment acquisitions.
- Manages security, data accuracy, legal and regulatory compliance, backup, storage, testing, maintenance, and data retrieval functions, as well as network administration, password administration, and time management systems for patron terminals.
- Provides support to end users regarding selection, procurement, installation, training, utilization, and maintenance of all software programs; writes database scripts and queries; generates statistical information and other reports as requested.
- Assists staff with development and maintenance of the District's websites and web-based applications and services; continuously improves and expands services available to customers and employees via the Internet; ensures all web connections are secured; identifies and implements opportunities to use digital technologies to improve the District's customer service, internal and external communication, and the efficiency and effectiveness of internal operations.
- Ensures District staff and volunteers are trained in the operation of telecommunications and computer systems and equipment necessary to carry out their roles; supports the District's bibliographic instruction and other technology-related training programs for library users; assists staff with accessing webinars and other online training services.

- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards; provides highly complex staff assistance to the District Director and Board of Library Trustees.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends, innovations, and changes to regulations in the fields of information technology, technology-related library services, and telecommunications; researches emerging products and enhancements and their applicability to District needs; recommends improvements and implements changes accordingly.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; greets and assists internal and external customers in a friendly, prompt, and accessible manner; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; works in conjunction with Administration, management, and other District staff to respond to the needs of the public.
- Directs the establishment and maintenance of working and official division files.
- Ensures compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer hardware, software, network, and telecommunication system issues.
- Best practices regarding the development, implementation, and management of information technology and telecommunication systems hardware and software.
- Characteristics of various technology systems and equipment, and a general understanding of system features and their integration capabilities.
- Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices and procedures necessary to maintain the integrity and security of data in networked systems.
- Systems design and development processes, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Principles and practices of database management and administration.
- Current hardware, software, and programming applications including Voice Over IP, HTML, virtual desktop infrastructure (VDI), remote desktop infrastructure (RDI), firewalls, backup and disaster recovery techniques, and other local network and cloud-based applications.
- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to information technology and telecommunications.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Standard library procedures, current information technology, and Internet and database search capabilities.
- Complex mathematical and statistical techniques.
- Principles and practices of research, analysis, reporting methods, and data collection.
- Principles and procedures of record keeping, document processing, and filing systems.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the District's data and system infrastructure.
- Provide administrative, management, and professional leadership for the District's I.T. program.
- Conduct complex research projects on a wide variety of information technology topics; analyze statistical data; evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Perform complex duties in the installation, configuration, administration, and maintenance of technology systems hardware and software in assigned program areas.
- Evaluate, research, and diagnose complex user issues and recommend solutions.
- Maintain storage of backup computer files; restore files as needed.
- Create and manage computer user account access.
- Participate in the design, development, testing, and implementation of new technology systems.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare and administer an operating budget; allocate limited resources in a cost-effective manner.
- Make accurate arithmetic, financial, and statistical computations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Evaluate a situation, make effective decisions under pressure, and take appropriate action.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Manage and monitor complex technology projects and contracts on-time and within budget.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, management information technology, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in the development and administration of a comprehensive technology program, including computer programming and hardware and software support experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

LIBRARIAN

DEFINITION

Under direction, develops and provides the full range of technical and professional library services to District patrons; provides reference and readers' advisory services; advises and assists library patrons in use of library resources; oversees programming, collection development, outreach, and reference services for assigned areas; develops programs and services for target audiences; identifies current community needs and projects future needs; serves as "Librarian-in-Charge" for assigned shifts; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Library Manager or other management staff. Supervises hourly staff and/or volunteers as assigned.

CLASS CHARACTERISTICS

This is the journey-level classification within the professional Librarian series. Incumbents are expected to function independently with programs, projects, or technical assignments, and lead projects and programs within their area of specialty. Incumbents are also expected to serve as "Librarian-in-Charge" for assigned shifts. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides reference services by conducting reference interviews to determine which books or materials patrons are seeking; provides readers' advisory services to recommend books and literature based on patron interests; advises and assists library patrons in use of library resources; performs bibliographic searches using both print and non-print sources; serves on the main reference desk; pulls books and materials for patrons; provides patron borrowing services.
- Plans, implements, and evaluates library programs, activities, and services which fulfill the diverse educational, recreational, and personal needs of the community; strategizes and coordinates programming activities for assigned areas in conjunction with other departments; develops new ideas for programs based on perceived patron needs and interests; schedules and plans the execution of program events; purchases supplies and manages program budgets; solicits assistance from outside organizations and community members to implement programs; coordinates promotion and outreach efforts with marketing staff; oversees the implementation of assigned programs.
- Participates in collection development activities for assigned areas including materials selection for the library's collection in print, audio, and electronic formats; reviews and researches new and popular publications; remains abreast of current literature and professional trends in delivering library services; assesses gaps in needs of the collection; selects books, periodicals, and materials including fiction, nonfiction, graphic novels, and Spanish language literature; reorders damaged or lost items; manages assigned budget; periodically weeds Library collections.

- Provides technological assistance to patrons by teaching and troubleshooting on 3D printers, virtual reality, video gaming, and related equipment; maintains and troubleshoots electronic and on-line resources; assists patrons with computer and technology-related questions.
- Assists patrons with circulation functions and financial transactions.
- Researches grant opportunities and writes and administers grants.
- Participates in library publicity and public relations activities; prepares displays and exhibits, flyers, posters, brochures, and social media posts; plans book displays for assigned area; selects materials and prepares graphics to generate publicity; may serve on Display Committee to coordinate displays throughout library facilities.
- Attends and participates in professional library meetings, conferences, workshops, seminars, continuing education programs, and network committees; reads professional literature and attends and participates in staff meeting discussions; leads meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District.
- Ensures safe operations and addresses customer or staff issues; responds to suggestions, requests, or concerns from library users or community members.
- Performs other duties as assigned.

When assigned to Children's and Family Services:

- Plans and performs story times for young children and their families and caregivers; recommends and approves songs, books, and early literacy strategies to incorporate into story time programs to foster children's brain development; may perform story time programs in both English and Spanish.
- Develops and implements programming for children, young adults, and their parents; logs and distributes prizes for various children's reading programs; researches and orders Spanish language children's books to ensure they are appropriate upon translation; reminds children to stay quiet and move around the library properly; advises parents and caregivers to remain in the immediate vicinity of children aged nine (9) and under while inside the library.
- Adopts a connected learning approach to presenting programs, classes, and events which educate, inform, and inspire children.
- Instructs children and caregivers in information gathering skills, research skills, and digital literacy skills.
- Conducts training programs with school groups for early education development; focuses programs on establishing school readiness for children.

When assigned to Branch Services:

- Recruits and trains students, tutors, and other volunteers to provide services which meet literacy needs of the community.
- Designs and implements effective teaching and training programs for literacy participants; monitors and evaluates the progress of literacy learners and tutors; communicates with tutors to ensure they are provided with necessary training and materials needed for program success.
- Collects, analyzes, and prepares data, reports, and participation statistics to comply with grants as needed; initiates and prepares grant applications; monitors grant budgets and activities.
- Schedules interviews and assessment appointments with learners; conducts interviews; explains program and expectations; discusses eligibility for program and answers questions; assesses students to determine their learning needs; matches learners with available tutors based on schedule and personality.

When assigned to Teen Services:

- Develops and maintains effective relationships and coordinates outreach efforts to local schools, community organizations, and nonprofit groups to promote library services, programs, and collections; collaborates strategic programming efforts with outside groups; reaches out to schools to schedule and arrange site visits; seeks assistance from outside organizations to help with programming; meets with individuals from different organizations to discuss possible future programs.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, techniques, and materials of professional library work, including library reference, collection development, and other professional library services.
- Principles, techniques, and procedures in cataloging, indexing, classifying, and organizing library materials.
- Principles and techniques used in bibliographic research.
- General library materials selection standards.
- Library services and available resources.
- Reference interview methods and research skills.
- General familiarity with the District's collection.
- Principles, practices, and techniques of public relations, community outreach, and service promotion to publicize library services, programs, and events.
- Recent technological, professional, and societal developments, trends, current literature, and sources of information related to areas of assignment.
- Developmental, educational, and recreational needs of library patrons including children, adolescents, and adults.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative policies and procedures.
- Record keeping principles and procedures.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan and conduct the activities, programs, projects, and operations of a specialized library function.
- Perform professional library tasks as assigned including reference, readers' advisory, library program and service development, collection development, and cataloging.
- React tactfully and diplomatically during interactions with staff, the public, and community groups, while appropriately adhering to and enforcing sound library policies, procedures, and practices.
- Demonstrate initiative and sound judgment necessary to make responsible decisions as Librarian-in-Charge or in the absence of the department manager.
- Resolve interpersonal conflict.
- Research and write grant applications.
- Research, analyze, and summarize data and prepare accurate and logical written reports.

- Prepare and deliver effective presentations before patrons, community groups, and others.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Work effectively with a diverse clientele including patrons of all ages.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- Understand and effectively utilize social media platforms and applications.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural, guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in library and information science or a related field.

Experience:

Two (2) years of paraprofessional library, customer service, or related experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

LIBRARY AIDE

DEFINITION

Under direct supervision, performs manual and clerical duties for the Library District; collects, sorts, files, and shelves books, magazines, digital media, audio books, and other library materials; retrieves library materials from interior and exterior books drops and storage areas; provides patron services such as locating materials and checking books in and out as directed; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory and management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification. Initially under close supervision, incumbents with basic related experience learn to perform the full range of manual and clerical support duties and direct questions from library patrons to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience. This class is distinguished from the Library Clerk class series in that the latter performs the more complex and technical library activities that require additional knowledge, skills, and experience.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Collects, sorts, files, and shelves books, magazines, digital media, audio books, and other library materials; maintains accurate filing of shelved materials.
- Retrieves library materials from interior and exterior books drops and storage areas; collects, receives, and processes returned materials; searches shelves for lost or missing materials.
- Assists facilities maintenance staff with set up and tear down of furniture and equipment for library programs, activities, and special events; gathers and moves tables, chairs, computers, and other items; provides assistance to vendors and staff during special events as directed; pulls books and materials to build seasonal displays.
- Performs general library maintenance duties; keeps library premises clean and in good order; picks up trash; retrieves loose books and materials.
- Interacts with library patrons; answers questions from patrons such as the location of certain books or sections of the library; assists patrons in finding material; assists at information desk as assigned.
- Provides patron services at the circulation desk; checks books and materials in and out; renews materials; places materials on hold; answers the phone; reserves conference and meeting rooms; issues new library cards; operates the cash register; collects fines and fees; receives cash and makes change; assists patrons with computers, printers, copy machines, and fax machines.

- Checks materials for damage and removing them from shelves; pulls books designated for discard, as directed; cleans, mends, and repairs library materials.
- Runs reports on books and materials utilized including overdue reports.
- Attends staff meetings and participates in various committees as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- The Dewey Decimal and other alphabetical and decimal numeric filing systems.
- Purpose and functions of a public library.
- Effective public relations techniques.
- General facilities maintenance duties.
- Basic mathematical skills.
- Record keeping and filing principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Learn library procedures and the Dewey Decimal Classification system.
- Consistently apply procedures according to available guidelines.
- Pay attention to detail.
- File materials using alphabetical and numeric filing systems.
- Maintain accurate logs, records, and basic written records of work performed.
- Respond to requests and inquiries from the general public.
- Follow department policies and procedures related to assigned duties.
- Perform basic mathematical computations.
- Understand and follow oral and written instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the tenth (10th) grade.

Experience:

- No prior experience is necessary.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

LIBRARY ASSISTANT

DEFINITION

Under general supervision, provides a variety of paraprofessional library services to District patrons in one or more designated Library departments including Adult Services, Children's and Family Services, Circulation Services, Literacy, Passport, and/or Branch Services, to meet the informational, educational, and recreational needs of the community; provides reference and readers' advisory services to patrons; advises and assists library patrons in use of library resources and equipment; assists with collection development, outreach, and visual displays for assigned areas; develops and conducts programs for target audiences; creates library cards for patrons; checks materials in and out; organizes and shelves materials; maintains, opens, and closes library facilities; employees may serve as a Passport Agent and oversee passport services for patrons; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Some positions in this classification exercise technical and functional direction over, and provide training to, less experienced staff.

CLASS CHARACTERISTICS

This is the journey-level paraprofessional classification within the Librarian series. Incumbents are expected to function independently with programs, projects, or technical assignments, and lead projects and programs within their area of specialty. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides reference and readers' advisory services to patrons in person, over the phone, and via e-mail; advises and assists library patrons in use of library resources; searches for and locates items in the library catalog as requested; answers general questions about library programs and library materials; registers patrons for library programs; ensures safety of library patrons.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment; provides instruction including methods to access and navigate the internet, retrieve information from online sources, create, print, and save documents, and create and access email accounts; operates, troubleshoots, and resolves public computer, printer, and other equipment issues; downloads and prints documents for patrons.
- Checks library materials in and out for patrons including books, DVDs, CDs, audiobooks, video games, laptop computers, and related equipment; queries items for patrons to check out and place on hold; prepares daily newspapers by checking them into the online system, stamping, and placing them on shelves for public access; assists patrons with self-checkout equipment and processes.
- Plans, coordinates, promotes, implements, and attends special events including block parties, outdoor movie nights, fundraising events, summer reading program, concerts, book clubs, and library

promotion and outreach activities held at local venues; collaborates with staff to prepare promotional materials, social media posts, and signage for events.

- Selects and contracts with vendors to perform and provide food and beverages at special events; prepares budgets and tracks donations, sponsorships, ticket sales, and expenses for events; corresponds with performers and other vendors regarding promotional materials and program details; reserves and decorates facilities for performances; submits and obtains alcohol licenses, special event permits, and other local agency approvals required for the District to host events.
- Performs library opening and closing procedures; turns public library equipment on and off; ensures all patrons have exited the library upon closing; locks, sets security alarms, and turns off automatic door exits; contacts local law enforcement to address any hostile patron issues.
- Creates new or replacement library cards for patrons; processes payments for library-related transactions such as fines for lost or overdue library materials, faxes, and print jobs; processes purchases at the cash register of items for sale by the Library and Friends of the Library including books, audio books, DVDs, CDs, and promotional materials; contacts patrons with overdue, damaged, or incomplete library books and materials.
- Processes patron requests and assists patrons with identifying items for interlibrary loans (ILL) or patron initiated purchases (PIP); answers patron questions and keeps them apprised of the status of their ILL or PIP requests.
- Shelves new books and materials; sorts returned items and places on proper bookshelves; transports carts to transfer items onto sorting shelves; conducts shelf readings; shelves books patrons have pulled but chose not to check out; retrieves items for patrons to place on hold.
- Assists with library collections arrangement, organization, and presentation; reads book reviews; researches online material and information; suggests and/or selects library materials for purchase; orders materials through technical services staff; performs weeding duties of the library collection; pulls items from the collection that appear damaged, are duplicates, or older editions.
- Promotes library programs, services, and resources; assists in preparation of materials to publicize library events and services; advocates for the library, both at the information desk and in the community; interacts with the public at offsite events such as school festivals, back to school nights, and at local venues; builds relationships with members of the community and outside stakeholders to ensure the library is expanding its connections in the community.
- Maintains the aesthetics of assigned library areas; performs general housekeeping tasks such as cleaning public computers, peripherals, equipment, and storage rooms; sets up and takes down tables and chairs as needed for special events; adjusts furniture; checks and restocks supplies; picks up and discards trash; ensures books, materials, and toys are organized and properly shelved.
- Trains, schedules, and directs staff and volunteers as assigned; advises new hires on library policies, procedures, and best practices; assists new hires on library equipment and software operations.
- Plans, leads staff, and/or participates in preparing and maintaining library displays; sets up, takes down, and changes displays as needed.
- Creates professional and educational opportunities for the community through coordinating art exhibitions, art exhibit rotations, art workshops, and artist receptions; builds relationships and supports artists through the application and exhibition process; creates, plans, and executes arts and crafts programs for library patrons.
- Uses a variety of office equipment including desktop computer, copy, printing, and scanning machines, RFID scanner, cash register, self-checkout machine, 3D printer, virtual reality equipment, audio-visual equipment, telephone, label maker, laminator, DVD/CD locking and unlocking tool, camera, photo cutter, paper shredder, stamps, and seals.

- Stays abreast of trends in library science, technology, and publishing that may affect operations; attends training meetings, conferences, and webinars; participates in staff meetings, committees, task forces, and workshops.
- Performs other duties as assigned.

When assigned to Children's and Family Services:

- Plans and performs story times for young children and their families and caregivers; recommends and selects songs, books, and early literacy strategies to incorporate into story time programs to foster children's brain development; may perform story time programs in both English and Spanish.
- Develops and implements programming for children, young adults, and their parents; logs and distributes prizes for various children's reading programs; researches and orders Spanish language children's books to ensure the translations are completed correctly; reminds children to stay quiet and move around the library properly; advises parents and caregivers to remain in the immediate vicinity of children aged nine (9) and under while inside the library.

When assigned to Branch Services:

- Coordinates English as a Second Language (ESL) programs for Spanish-speaking patrons seeking better understanding of the English language; creates ESL class content; prepares and organizes lessons and teaches classes for patrons; helps recruit students for the adult literacy program; and assists with related services, programs, and outreach.

When assigned to Passport Program:

- Distributes and collects passport applications from patrons; ensures passport applications and forms are available and up-to-date; makes photocopies of and verifies legal documents; assists patrons by resolving issues which may result in rejection of their passports from the Department of State; takes and develops passport photos; collects fees for passports and photos; signs, seals, mails, and tracks passport applications sent to the Department of State; follows legal guidelines and procedures.
- Accepts responsibility for other passport agents; ensures agents have completed required annual training and are eligible to accept and process passport applications; stays abreast of changes and complies with program requirements for annual certification of passport program; maintains and organizes copies of passport transmittals and related documents for government inspection; prepares passport reports for District staff; notifies passport staff of any policy changes.

QUALIFICATIONS

Knowledge of:

- Best practices in library services including guidelines and standards published by the American Library Association (ALA), Public Library Association (PLA), and other recognized organizations.
- Library terminology, materials, resources, policies, procedures, and techniques.
- The Dewey Decimal classification system.
- Reference interview methods and library research skills.
- Outreach and publicity methods and programs.
- Techniques for establishing and implementing library programs and special events.
- For some positions, children's literature, early literacy, and early educational practices.
- For some positions, passport application and transmittal requirements.
- For some positions, ESL class content and teaching methods.
- For some positions, California alcohol beverage permit and special event permit laws.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative policies and procedures.
- Record keeping principles and procedures.

- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with contractors and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan and conduct the activities, programs, projects, and operations of a specialized library function.
- Prepare and conduct various types of library programming.
- Conduct reference interviews, provide reader's advisory services, and prepare library displays.
- Prepare and deliver effective presentations before patrons, community groups, and others.
- Effectively provide staff leadership and work direction.
- Work effectively as part of a group or team.
- File library material using the Dewey Decimal system.
- Work effectively with a diverse clientele including patrons of all ages, abilities, backgrounds, and cultures.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- React tactfully and diplomatically during interactions with staff, the public, and community groups.
- Adhere to and enforce sound library policies, procedures, and practices.
- Resolve interpersonal conflict.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- For some positions, communicate clearly and concisely, both orally and in writing, using appropriate Spanish grammar and syntax.

When assigned to Branch Services:

- Plan English as a Second Language (ESL) course materials; conduct intake functions and teach ESL classes.

When assigned to Passport Program:

- Process passport applications and adhere to all regulations regarding passport administration.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in library information science, public administration, business administration, or a related field.

Experience:

- Two (2) years of library, customer service, teaching, or related experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

When assigned to Passport Program:

- Possession of, or successful acquisition within three (3) months of appointment, a valid Department of State Certificate of Completion of Passport Acceptance Agent Training Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

LIBRARY CLERK

DEFINITION

Under general supervision, performs a variety of clerical and library support duties for the District; assists patrons at the Information Desk with their circulation needs; processes library holds and transfers; checks books and materials in and out; collects, sorts, and shelves library books and materials; provides technology assistance to patrons; answers some reference questions; helps design and maintain library displays; performs opening and closing procedures for library buildings; employees may serve as a Passport Agent and process U.S. passport applications for patrons; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification which performs the full range of clerical and library support tasks for the District, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Assists patrons at the Information Desk with their circulation needs; answers telephone inquiries regarding library services and programs; directs patrons to requested locations within the library; checks library materials in and out; assists with renewal of books and materials; issues library cards; processes payments via cash register; prepares overdue item reports; answers some reference questions; assists patrons with locating desired books and materials.
- Processes library holds and library transfers between Main and Branch libraries; searches and pulls materials from each department to fulfill hold lists; inputs purchase suggestions from patrons.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment including printers, scanner, copier, fax machine, and self-checkout station.
- Participates in library display committees; helps design, maintain, and change library displays; ensures display materials are stocked and refilled as needed; updates bulletin boards and signage in the library; maintains the aesthetics of assigned library areas.
- Shelves new books and materials; sorts returned items and places them on proper bookshelves; transports carts to transfer items onto sorting shelves.
- Performs library opening and closing procedures; turns public library equipment on and off; ensures all patrons have exited the library upon closing; unlocks doors at opening; locks, sets security alarms, and turns off automatic door exits upon closing; locks parking lot gate; checks all doors and restrooms and turns off lights at closing.

- Retrieves library materials from interior and exterior book drops and storage areas; collects, receives, and processes returned materials; regularly monitors book drops; checks in books and materials received from book drops; organizes books and materials and places them on their respective carts.
- Works with individuals and organizations in the community to make them more aware of the Library and its services; promotes partnerships with the Library throughout the community.
- Creates positive experiences for library customers by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance, while performing duties in both the public and staff areas; greets and assists internal and external customers in a friendly, prompt, and accessible manner; listens and attempts to understand and resolve internal and external customer needs by providing solutions or referrals; works in conjunction with Administration, managers, and other staff to respond to the needs of the public.
- Operates a variety of office equipment including desktop computers, barcode scanner, handheld scanner, thermal printer, 3D printer, label writer, copy machines, printers, postage machine, telephone, intercom, key dock, RFID pad, virtual reality equipment, self-checkout machine and scanner, cash register, and laminator.
- Participates in library committees and special projects as needed.
- Performs other duties as assigned.

When assigned to Passport Program:

- Distributes and collects United States passport applications from patrons; schedules appointments with applicants; answers phone and voicemail questions and inquiries regarding the passport program; ensures passport applications and forms are available and up-to-date;
- Verifies passport applications are completed and signed properly; ensures parents or legal guardians of an applicant sign the application as required; makes photocopies of and verifies legal documents required for passports to be processed; assists patrons by resolving any issues which may result in rejection of their passports from the Department of State; tracks number of applications processed and other related statistics.
- Takes and develops passport photos; collects fees and generates receipts for paid fees; creates, prints out, and places labels on envelopes; signs, seals, mails, and tracks passport applications sent to the Department of State; orders envelopes, labels, and related supplies as needed; follows legal guidelines and procedures; maintains and organizes copies of passport transmittals and related documents; stays abreast of changes and complies with program requirements for annual certification of passport program.
- Serves as the Agent in Charge of Passports during Library Assistant's absence, as directed.

QUALIFICATIONS

Knowledge of:

- Library terminology, procedures, policies, and techniques.
- General office business and administrative practices.
- Mission and goals of the District.
- The Dewey Decimal classification system.
- Library classification and shelving systems and methods.
- Basic math.
- Basic principles of handling cash including operating cash registers.
- Principles and practices of record keeping.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

When assigned to Passport Program:

- The Passport Agent's Reference Guide.

Ability to:

- Learn and become proficient in functions required to perform job duties.
- Work effectively, independently or as part of a team, to complete tasks as assigned.
- Follow detailed oral and written instructions.
- Exercise effective critical thinking and problem solving skills.
- Demonstrate effective time management and organization skills and pay attention to detail.
- Learn standard library procedures and stay current with emerging technologies.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- Adhere to and enforce sound library policies, procedures, and practices.
- File library material using the Dewey Decimal system.
- Resolve interpersonal conflict.
- Ensure safety for patrons and staff.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- For some positions, communicate clearly and concisely, both orally and in writing, using appropriate Spanish grammar and syntax.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or equivalent.

Experience:

- One (1) year of responsible clerical or customer service experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

When assigned to Passport Program:

- Possession of, or successful acquisition within 12 months of appointment, a valid Department of State Certificate of Completion of Passport Acceptance Agent Training Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.

LIBRARY MANAGER

DEFINITION

Under general direction, organizes, oversees, coordinates, and manages the staff, operations, and collections of one or more designated Library departments including Adult Services, Children's and Family Services, Circulation, Technical Services, Adult Literacy, and/or Branch Services, to meet the informational, educational, and recreational needs of the community; plans, schedules, assigns, reviews, and supervises the work of staff providing library services and activities for patrons; prepares and monitors department budgets; manages the effective use of department resources to improve organizational productivity and customer service; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional, paraprofessional, and administrative staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of one or more assigned Library departments. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include department budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to assigned library departments, services, and activities. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Organizes, oversees, coordinates, and manages the staff, operations, and collections of one or more designated Library departments including Adult Services, Children's and Family Services, Circulation, Technical Services, Adult Literacy, and/or Branch Services.
- Participates in the development and implementation of goals, objectives, policies, procedures, and priorities for assigned department(s) and the entire Library District; recommends within District policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of department budgets; determines funding needed for staffing, programming, equipment, collection materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned departments, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvements to programs, services, and work processes.

- Participates in the selection of, schedules, trains, motivates, mentors, and evaluates assigned personnel; coordinates the daily activities of staff and volunteers assigned to the department(s); reviews and approves employee timecards and employee requests for time off; adjusts staff schedules to ensure proper coverage at public desks; schedules and conducts meetings for assigned teams; meets with staff to discuss their work and concerns; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Conducts community needs assessments to identify needs of target audiences; designs, plans, delivers, and evaluates library programming and services which fulfill the diverse informational, educational, recreational, and personal needs of target audiences; researches and contracts with performers to implement special programs; purchases programming supplies; encourages patron reading, viewing, and listening skills; promotes the use of library facilities and materials.
- Designs and implements plans for selecting, developing, maintaining, and weeding library collections in assigned department(s); ensures collections include relevant print, audiovisual, and digital resources aimed at specific interests and needs of the community and specific to assigned department(s); works with Technical Services staff to procure desired materials for assigned collection(s).
- Performs the more complex and specialized professional librarian duties including events planning, materials purchasing, reference interviews to determine which books or materials patrons are seeking, and readers' advisory services to recommend books and literature based on patron interests; pulls books and materials for patrons; oversees patron borrowing services; manages shelving of materials; assists patrons with computer and technology-related questions; oversees development and maintenance of resources on the District's website.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards; provides staff support to commissions, committees, and task forces, as necessary.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and actively participates in staff, leadership, and professional group meetings, conferences, seminars, workshops, and networking committees; stays abreast of new trends and innovations in library services; researches emerging products and enhancements and their applicability to District needs; reviews professional resources and literature.
- Monitors changes in regulations and technology to enhance operations; plans for and recommends incorporation of new technologies to provide high-quality services for staff and the general public; implements technological changes after approval; develops related training programs as needed.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; ensures District services are provided with exceptional customer service and the highest levels of ethical standards; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; greets and assists internal and external customers in a friendly, prompt, and accessible manner.
- Conducts community outreach functions to plan and deliver programs and services that meet the community's needs and interests; represents the library in public forums including, but not limited to, Board of Library Trustee meetings, library tours, and community events; develops and maintains positive working relationships and coordinates activities with the Board of Library Trustees, support groups, community groups, non-profits, local schools, daycares, and members of the community; works in conjunction with staff and other managers to respond to the public's needs.

Library Manager

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- Directs the establishment and maintenance of working and official department files.
- Approves displays to enhance the library collection, promote reading, and increase visibility of the library; oversees cleanliness, maintenance, and safety of assigned areas; reports repairs needed to facilities maintenance staff; ensures building is secure at closing.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

When assigned to Children and Family Services:

- Adopts a connected learning approach to presenting programs, classes, and events which educate, inform, and inspire children.
- Instructs children and caregivers in information gathering skills, research skills, and digital literacy skills.
- Conducts training programs with school groups for early education development; focuses programs on establishing school readiness for children.

When assigned to Branch Services:

- Manages and oversees the grant-funded Adult Literacy Program; recruits and trains students, tutors, and other volunteers to provide services which meet literacy needs of the community.
- Designs and implements effective teaching and training programs for literacy participants; monitors and evaluates the progress of literacy learners and tutors; communicates with tutors to ensure they are provided with necessary training and materials needed for program success.
- Collects, analyzes, and prepares data, reports, and participation statistics to comply with grants as needed; initiates and prepares grant applications; monitors grant budgets and activities.
- Schedules interviews and assessment appointments with learners; conducts interviews; explains program and expectations; discusses eligibility for program and answers questions; assesses students to determine their learning needs; matches learners with available tutors based on schedule and personality.

When assigned to Technical Services:

- Oversees and coordinates acquisitions, cataloging, and library materials processing functions, patron initiated purchases (PIPs), and inter-library loans (ILLs).
- Orders library materials; ensures new items are added to the catalog and circulated in a timely fashion; assists with the development and regular inventory of library collections; creates required reports to support staff in de-selection and reassignment of materials.
- Ensures bibliographic records and items are accurate, validated, and uploaded into the Library's information system; ensures consistency of records by making corrections, merging records, or eliminating records.
- Conducts regular assessment and evaluation of the Library's collections using data and reports; manages and coordinates the collection based on additions, deletions, gaps, and community needs.
- Works with management to develop policies and carry out tactical directions for maintaining the Library's collection; cataloging, and metadata, digital collection services, product development, and print acquisitions.
- Evaluates the Library's collection and provides recommendations and implementation for new services, products, policies, procedures, equipment, and staffing; facilitates technical and collection development services projects.

- Coordinates electronic resource management; evaluates use and maintains relationships with vendors.
- Assists the Assistant Library Director with setting up trials, budget management, and negotiating prices for print and digital collections.
- Identifies materials appropriate for standing orders and periodicals.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Principles, trends, terminology, techniques, and practices of modern library work.
- Library policies, procedures, and administration including the Dewey Decimal system and alphabetical filing systems.
- Principles and practices of ordering library materials and managing collections.
- Principles and practices of cataloging and integrated library catalogue systems.
- Standard reference materials and other library tools including online resources.
- Current trends related to areas of responsibility.
- Principles and procedures of recordkeeping.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of assigned department(s).
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

When assigned to Children and Family Services:

- Strategies for teaching patrons, providing youth services, and child development activities.

When assigned to Adult Literacy Program:

- Adult literacy materials and learning methods.

When assigned to Technical Services

- Broad-based collection development practices.
- Current trends in selection, ordering, patron-driven programs, and vendor services.
- Library automated systems.
- Practices of the national book trade and national standards.

Ability to:

- Plan, organize, oversee, and manage assigned library department(s) staff and operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer operating budgets; allocate limited resources in a cost-effective manner; apply for and administer grants.
- Provide administrative, management, and professional leadership for assigned department(s).
- Select, schedule, supervise, and mentor staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Perform the most complex professional librarian duties.
- Research, select, and order books, digital media, and other resources appropriate for patrons in assigned department areas.
- Recommend, plan, and implement library programming appropriate to the audience served.
- Effectively search databases and library catalog to find resources.
- Conduct reader's advisory and research discussions to determine and effectively meet patron needs.
- Solicit bids from outside contractors; evaluate and recommend vendors to provide services.
- Interpret data from many sources in analyzing collection needs.
- Learn and become proficient with equipment and software programs as required to perform assigned duties effectively and efficiently.
- Maintain a personal commitment to providing exceptional customer service.
- Commit to the principles of intellectual freedom and equal access.
- Maintain a safe working environment.
- Hold self and others to the highest level of accountability.
- Respond to complaints or inquiries from patrons, staff, and outside organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in library and information science or a related field.

Experience:

- Four (4) years of progressively responsible professional library experience including two (2) years in a lead, supervisory, or management capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

May be required to be on-call and to work various shifts or emergencies on evenings, weekends, and holidays.

LIBRARY TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and clerical duties in support of the Library's Technical Services Department; orders, receives, catalogues, and/or processes new materials for the District; prepares materials received for placement in the library collection; some incumbents perform collection development duties, process invoices for payment, and monitor library materials expenditures; processes interlibrary loans and patron initiated purchases; some incumbents organize, mend and fix books and materials; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification which performs the full range of technical and clerical tasks within the Technical Services Department, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Receives and/or processes materials ordered from vendors; verifies materials received against packing slips to check for damage, shortages, and processing errors; maintains records of materials received; contacts vendors to address any errors.
- Organizes and catalogs new materials received; creates bibliographic records; adds information such as edition and subject headings when catalogue records are incomplete; uploads and modifies records regarding materials received into Library Information System (LIS); selects and exports data from online catalog system into LIS; ensures catalog remains current and accurate for patrons and staff to locate items easily; creates item records, assigns classification numbers, and prints spine labels; edits or replaces bibliographic records as needed; affixes straps, stickers, bar codes, and tags on materials received; processes and removes labels; prepares materials received for placement in the library collection.
- Maintains records for Patron Initiated Purchases (PIPs) received and ordered; makes suggestions for purchases of materials; notifies patrons when material is ready for pickup.
- Weeds and discards books, magazines, and other materials from designated areas of the collection.
- Processes patron requests for interlibrary loans (ILL); contacts other libraries for availability of requested materials; tracks materials being loaned out and received; updates library catalog to reflect materials being loaned to other libraries; monitors ILL emails and contacts patrons regarding incoming items as well as overdue items; packs and ships materials back to other libraries.

Library Technician

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- Fixes and mends books and other materials as directed; glues spines, tapes ripped pages, rewraps laminate on books, and prepares covers for materials; replaces damaged or unsightly DVD/CD/Audiobook cases; produces new spine labels to replace incorrect or faded labels.
- Covers information desk shifts as needed; assists patrons with computers, printers, item research, and item location; checks items out to patrons.
- Creates positive experiences for library customers by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance, while performing duties in both the public and staff areas; works in conjunction with Administration, managers, and other staff to respond to the needs of the public; greets and assists internal and external customers in a friendly, prompt, and accessible manner; listens and attempts to understand and resolve internal and external customer needs by providing solutions or referrals.
- Operates a variety of office equipment including desktop computers, barcode scanner, thermal printer, label writer, copy machines, printers, postage machine, telephone, key dock, RFID self-checkout machine and scanner, cash register, and laminator.
- Performs other duties as assigned.

When assigned to Acquisitions:

- Places orders for library materials including books, periodicals, DVDs, music CDs, video games, and audio books as requested by library staff; places orders through various publishers and vendors; submits orders through Electronic Data Interchange (EDI); monitors order transmissions and confirmations; places advanced orders of books not yet published.
- Determines selection of third-party vendors based on availability, delivery speed, and discounts; advises book vendor regarding section within the District where books will be shelved; creates grid codes to be assigned to materials ordered in vendor sites and through the ILS.
- Performs collection development duties; researches and selects books and other materials in a variety of formats for inclusion in the Library collection; reads library-oriented periodicals, websites, and newsletters for recommendations regarding materials to add to the collection.
- Tags items received with holds placed on them; returns damaged materials; creates manual invoices for materials ordered from various publishers and vendors as they are received.
- Processes invoices for shipments received; queries invoice data; assigns allocations to appropriate funds and accounts; approves invoices for payment; forwards payments to finance staff; closes out each invoice processed; monitors expenditures; enters budget expenditures and funding into acquisitions software module.
- Monitors requests for Patron Initiated Purchases (PIPs); orders books and materials from various vendors per patron requests; places holds on PIPS ordered.
- Works with individuals and organizations in the community to publicize the Library and its services; promotes partnerships with the library throughout the community.
- Trains selectors regarding vendor sites as well as budget tracking systems in acquisitions module.
- Establishes, maintains, and monitors standing orders, automatically yours, and periodicals accounts.

When assigned to Cataloging:

- Performs collection development duties; researches and selects books and other materials in a variety of formats for inclusion in the Library collection; reads library-oriented periodicals, websites, and newsletters for recommendations regarding materials to add to the collection.

- Downloads records and copy catalog records in all formats including print, audio books, music CDs, DVDs, Blu-ray discs, video games, and electronic books; produces copy or original cataloging items as needed.

QUALIFICATIONS

Knowledge of:

- Best practices in library services including guidelines and standards published by the American Library Association (ALA), Public Library Association (PLA), and other recognized organizations.
- Library terminology, procedures, policies, and techniques.
- Dewey Decimal classification system.
- Library of Congress subject headings.
- Cataloging and classification systems, practices, and related software applications.
- Basic math.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

When assigned to Acquisitions:

- Materials ordering using Electronic Data Interchange (EDI) methods and related systems.
- Various vendors available for procurement of library materials.

When assigned to Cataloging:

- Machine Readable Cataloging (MARC) fields and tags.

Ability to:

- Follow detailed oral and written instructions.
- Learn new protocols, policies, and tasks.
- Learn and stay current with emerging technology.
- Demonstrate effective time management and organization skills and pay attention to detail.
- Allocate limited budget resources in a cost-effective manner.
- Utilize numerous software programs and online platforms from various vendors.
- Act as an advocate for the library with individuals and organizations in the community and with staff.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or equivalent.

Experience:

- Two (2) years of responsible clerical or paraprofessional support experience in a library. Public library experience is preferred.

Licenses and Certifications:

- Possession of, or successful acquisition within 12 months of appointment, a valid Library Technology Certificate of Achievement, to be maintained throughout employment

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

N/A.

MARKETING AND COMMUNITY ENGAGEMENT MANAGER

DEFINITION

Under general direction, oversees, coordinates, and manages the District's marketing and community engagement programs and strategies to increase visibility and awareness of the District's services, resources, and programs; oversees the building of a community network which supports the District's mission and expands the District's community presence; provides content and graphic design for print and online promotional materials; designs and maintains the District's website and social media content; prepares and monitors program budget; manages the effective use of program resources to improve organizational productivity and customer service; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the District Director. Supervises staff as assigned.

CLASS CHARACTERISTICS

This is a program manager classification responsible for planning, organizing, and managing the operations and activities of the District's marketing and community engagement programs and strategies. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to marketing and community engagement programs. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Organizes, oversees, coordinates, and manages the District's marketing and community engagement programs and strategies to increase visibility and awareness of the District's services, resources, and programs.
- Participates in the development and implementation of goals, objectives, policies, procedures, and priorities for assigned programs and the entire Library District; recommends within District policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of program budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding; solicits quotes from vendors for purchase of materials.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors administrative and support systems; identifies opportunities and makes recommendations for improvements to programs, services, and work processes.

- Develops, produces, executes, and measures success of marketing and public relations campaigns and strategies in line with District objectives; designs, writes, creates, and publishes marketing materials; prepares newsletters, email blasts, graphic design, brochures and handbooks, posters, and promotional videos to promote the mission, values, and strategic goals of the District as well as District programs special events, and related services; disseminates information to and elicits feedback from the community; monitors, analyzes, and reports on the effectiveness of marketing communications; develops and maintains the District's brand.
- Develops, implements, and oversees community outreach strategies and strategic partnerships to introduce non-library users to programs and services; maintains a working database of community organizations, service providers, and other outreach relationships; works collaboratively with District staff to identify outreach opportunities; serves as an advocate for the District when interacting with members of the community and with District staff.
- Researches, writes, and distributes press releases to targeted media; serves as the District's liaison for media inquiries; prepares related written and marketing material; edits and approves promotional materials generated by other staff to ensure consistency with District branding; maintains effective internal communications to ensure all Library staff are kept informed of marketing objectives and other District activities.
- Creates and maintains the District's digital marketing presence; designs and maintains the District's website to publicize services, programs, and resources; manages and updates information and engages with users on social media sites.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards; provides staff support to commissions, committees, and task forces, as necessary.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and actively participates in staff, leadership, and professional group meetings, conferences, seminars, workshops, and networking committees; stays abreast of new trends and innovations in marketing and community outreach; researches emerging products and enhancements and their applicability to District needs; reviews professional resources and literature.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; ensures District services are provided with exceptional customer service and the highest levels of ethical standards; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; greets and assists internal and external customers in a friendly, prompt, and accessible manner; works in conjunction with Administration, managers, and other staff to respond to the needs of the public.
- Represents the District in public forums including, but not limited to, Board of Library Trustee meetings, community group meetings, and community events; develops and maintains positive working relationships and coordinates activities with the Board of Library Trustees, support groups, community groups, non-profits, local schools, local media, and members of the community; works in conjunction with staff and other managers to respond to the public's needs.
- Directs the establishment and maintenance of working and official program files.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and performance metrics reporting.
- Principles and practices of budget development and administration.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Current trends related to marketing, communications, and other areas of responsibility.
- Best practices in marketing of library services.
- Web development and web maintenance applications.
- Graphic design techniques and methods.
- Best practices in community assessment and engagement programs.
- Social media and its application to marketing library programs and services.
- Principles and procedures of record keeping.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, the media, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of assigned programs.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, oversee, and manage comprehensive marketing and community engagement programs.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer operating budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for assigned programs.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Maintain a personal commitment to providing exceptional customer service.
- Commit to the principles of intellectual freedom and equal access.
- Maintain a safe working environment.
- Hold self and others to the highest level of accountability.
- Demonstrate effective creative writing, creative thinking, time management, attention to detail, and public speaking skills.
- Effectively utilize video editing and graphic design equipment and software programs.
- Work efficiently and calmly under challenging conditions.
- Respond to complaints or inquiries from patrons, staff, and outside organizations.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Effectively represent the District in meetings with governmental agencies, community groups, the media, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in marketing, communications, business administration, or a related field.

Experience:

- Four (4) years of increasingly responsible experience in the development and administration of a comprehensive marketing, public relations, and/or community engagement program.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen and color vision to complete graphic and web design requirements of the position; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

May be required to be on-call and to work various shifts or emergencies on evenings, weekends, and holidays.