

## **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.

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- 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.

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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.