



Position Description

LIBRARY SERVICES MANAGER

DEFINITION

Manages, directs, supervises, and coordinates major divisions of service within the Library, such as Reference and Information Services and Technical Services; maintains functional relationships among all other service units; provides training and professional development to staff; develops policies and procedures; ensures that Library services are responsive to community needs; provides highly complex staff assistance to the Community Services Director and Assistant Library Services Director

SUPERVISION RECEIVED

Works under general supervision of the Community Services Director and the Assistant Library Services Director.

SUPERVISION EXERCISED

Responsibilities include direct and indirect supervision of professional and paraprofessional staff and volunteers.

DISTINGUISHING CHARACTERISTICS

The Library Services Manager is the highest level management position within the professional Librarian classification series. This position is distinguished from others Within the Librarian classification series by the level of responsibility and the complexity Of duties assigned, which require a higher degree of technical knowledge as well as a higher degree of supervisory responsibilities. This position is assigned the supervision of major department programs or operating divisions such as Reference and Information Services and Technical Services. This is a Fair Labor Standards Act (FLSA) exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Assists in the planning and implementing of Library goals, objectives, policies and procedures; manages, organizes, and directs implementation of specific activities, projects, plans, and programs.

Monitors work flow; reviews and evaluates work products, methods, and procedures.

Develops, plans, and implements goals, objectives, policies, and procedures for a major Library division such as Reference and Information Services and Technical Services.

Participates in the selection, supervision, training, and evaluation of personnel; works with employees to correct deficiencies, including implementing discipline and recommending termination.

Prepares adult materials budget; participates in the forecast of additional funds needed for staffing, furniture, equipment, materials, and supplies; administers the approved budget.

Acts as liaison with the City's Building and Facilities personnel and works with outside vendors in the maintenance and repair of the Library facility and its infrastructure.

Plan, communicate, delegate, and monitor a variety of concurrent projects.

Participates in Library building planning, including selection and planning of Library furnishings, shelving, and equipment; works with outside vendors to implement the installation and completion of Library building projects.

Participates in the planning, overseeing, and implementing of computer-based systems, such as online catalogs, online systems, and CD-ROM technology.

Performs professional Library duties such as reference work, collection development, bibliographic instruction, reader's advisory, and patron assistance with the Library's various computerized systems.

Provides professional and administrative support to the department head; compiles, analyzes, and prepares reports and related documentation.

Answers questions and provides information to the public. Investigates difficult or sensitive patron complaints and recommends corrective action as needed.

Represents the City and Library in the community and at professional meetings and committees as necessary.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods, techniques, principles, and practices of public library service administration and organization; principles and practices of budget and financial procedures, techniques, and management; policies, procedures, and functions of public library cooperative systems; principles and practices of policy development and

implementation; principles and practices of supervision, training, personnel management, performance evaluation, and employee relations; public library materials selection standards and policies; integrated library systems or similar programs; online and electronic media formats and their applications in public libraries; proficiency in office productivity software including word processing, spreadsheet, and presentation software; interpersonal communication techniques for interacting with the public and staff; principles and practices of business correspondence and report writing.

Ability to:

Organize, direct, and implement Library programs and services to meet community needs; assist in the preparation and administration of the Library budget; coordinate, supervise, train, and evaluate personnel and volunteers; establish, maintain, and foster positive working relationships with those contacted in the course of work; analyze, interpret, and explain department and division policies and procedures; exercise good judgment, initiative, flexibility, and tact in response to changing situations and needs; remain calm when faced with difficult situations and/or several people at the same time, handling situations with tact and firmness; use personal computer for word processing and other library applications; communicate clearly and concisely, both orally and in writing.

EDUCATION AND EXPERIENCE

This position requires a Master's Degree in Library Science from an American Library Association accredited college or university, plus four years of increasingly responsible experience in library management, including two years of direct supervisory experience.

SPECIAL REQUIREMENTS

Ability to obtain and maintain a valid California driver's license.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

Employees primarily work in an indoor public service. Work schedule may include evenings and weekends.

Resolution Number: 2009 - 77

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Revision History: