

**Palos Verdes Library District
Library Manager II
Adult Services Assistant Manager
Job Description**

Last Reviewed: July 2018

Salary Range: 58

PURPOSE

The Library Manager provides direct supervision and management to staff and volunteers in a work team, functional area, or department that provides technical and/or direct library services to the community. Incumbents report to and receive direction from a member of District's senior management team – either a Department Manager or the Executive Director. Incumbents may also perform a variety of professional librarian duties including development of programs and services for target audiences, reference, collection development and management, and/or cataloging. Incumbents are expected to be proactive in identifying current community needs and projecting future needs and to provide leadership to initiatives to help the library identify better ways of providing library services.

Working closely with the Adult Services Department Manager, the Assistant Manager coordinates the development, implementation and improvement of district wide services for Adults. The Assistant Manager provides leadership and supervision to the part-time and on-call librarians within the Adult Services department.

This is the entry-level professional class in the Library Manager series and is the first level of direct supervision of professional librarians. Incumbents in this classification are accountable for a major library program or library service area within a Department and typically report to and receive direction from a Department Manager. An MLIS degree or equivalent is required where the employees to be supervised include professional librarians or where the work of the position includes professional library responsibilities.

EXAMPLES OF ESSENTIAL 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 that qualified employees can perform the essential functions of the job.*

Essential duties include, but are not limited to, the following:

Supervision and Leadership

- Works with Adult Services Manager to plan, organize, and oversee the Adult Services department and programs. Provides management and leadership to Adult Services staff and volunteers.
- Provides management and leadership to assigned staff, including the following tasks:
 - Interviews, selects, and trains new employees;
 - Recommends promotion/demotion or other change in status of staff;
 - Plans and directs work/duties of staff;
 - Provides staff with feedback on their work performance through informal coaching and the annual review process;
 - Engages staff in continuously improving library operations and services;
 - Ensures staff is well informed about District services, operations, programs, events, employee benefits, etc.; and
 - Ensures staff has appropriate training and professional development opportunities.

- Ensures the safe and efficient operation of the library following current policy and procedures.
- Establishes and maintains cooperative working relationships with departments throughout the District and works on cross-departmental initiatives.
- Supervises part time librarians and assigns duties as needed.

Outreach and Programming

- Develops, implements, and evaluates services and programs for adults in the community.
- Identifies and anticipates changing community needs, changes in technology or library best practices and develops plans, services, and programs to address these changes.
- Performs outreach to the community and schools; promotes library services, programs, and collections.
- Serves as a liaison to the community through active connection with, and embedding in, civic and social organizations.

Customer Service, Reference and Readers Advisory

- Performs professional responsibilities independently and with minimal supervision.
- Serves as “Manager on Duty/Librarian-in-Charge” of a designated facility during assigned shifts. Ensures safe operations and addresses customer or staff issues.
- Demonstrates excellent customer service to staff, volunteers, vendors, and library patrons
- Advises and assists library customers; demonstrates the use of library resources.
- Provides reference, performs bibliographic searches using both print and non-print sources and readers advisory services to patrons.
- Responds to suggestions, requests, or concerns from library users or community members in a timely manner.

Collection Development and Maintenance

- Performs original cataloging of print and non-print materials; maintains and updates catalog files.
- Reviews and evaluates new publications and collection materials and makes selections of resources for acquisition or disposition as appropriate.
- Organizes, maintains, and catalogs/indexes a variety of print and digital materials, including government documents, maps, and pamphlets.
- Remains knowledgeable about technological advances and societal trends that impact library services
- Oversees periodical selection and management.
- Participates in or leads meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District.

Administration

- Develops and maintains effective working relationships with colleagues, library support groups, volunteers, and vendors.
- Participates in meetings and continuing education programs as appropriate.
- Represents the District at professional meetings as required.

- Attends and completes required training and courses.
- Contributes to the development of the annual budget and manages expenditures in assigned area of responsibility.
- Represents the Adult Services department in District meetings when Manager is not available.
- Keep updated statistics and usage records. Be responsible for assessment of evaluation of library standards and services.

Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of library policies, programs, program planning and implementation, systems development, and library operational trends and practices.
- Principles of library cataloging, collection development and sources of reference work.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Principles, practices, characteristics, and activities of library services and technology including, but not limited to integrated library database systems, the Internet, MARC tags, technology planning, technology vendor relations, RFP's, database licensing, and other applications of technology.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Communication techniques required for gathering, evaluating, and transmitting information and directing group discussions.
- Principles and practices of general and statistical research, analysis, and presentation.
- Principles and practices of supervision, training, selection, motivation, training, team building, work evaluation, conflict resolution, discipline, and personnel management.
- Principles and practices of governmental budget preparation, monitoring, and administration.
- Computer literacy as related to library applications.
- The local community and its library needs.
- Applicable Federal, State, and District laws, codes, and regulations including administrative policies and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Provide effective leadership, management, and supervision.
- Ability to supervise all aspects of Adult Services
- Work closely with department manager and communicate regularly.
- Communicate AS trends and needs to PVLD staff
- Work with Manager and Administration in response to concerns and issues within the department.
- Independently analyze complex problems, conduct research, and develop solutions.
- Organize own work and the work of others, set priorities, and meet deadlines.

- Interpret, explain, and apply all relevant District policies and procedures, and applicable Federal and State laws, codes, and regulations.
- Communicate clearly, concisely, and persuasively both verbally and in writing.
- Use computer and other technology, including software, hardware, and the Internet sufficiently to be able to assist customers, conduct research, prepare reports, use email and other communications technologies, etc.
- React tactfully and diplomatically during interactions with staff, the public, community groups, etc. while appropriately adhering to and enforcing sound library policies, procedures, and practices.
- Conduct effective meetings.
- Demonstrate a strong service orientation and a dedication to quality customer service.

Education, License, 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:

Must possess a Master’s degree from an accredited college or university with many course coursework in library science. This position requires four (4) years of increasingly responsible experience that would provide the knowledge, skills, and abilities to perform the specific duties of the position, including some supervisory and/or managerial experience. CPR/AED/First Aid Certification desired. Must possess and maintain a valid California class C driver’s license and have a satisfactory driving record.

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 to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

Required to work flexible schedules including evenings, weekends, and holidays.