

Palos Verdes Library District
Library Manager IV
Department Manager – Adult Services

Last Reviewed: March 2017
Salary Range: 66

PURPOSE

Positions in the Library Manager classification provide 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 the Deputy Director or Director. Incumbents will 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.

The Manager - Adult Services provides direct supervision and management to Adult Reference staff and volunteers engaged in developing, administering, and improving library services, collections, and programs for adults and high-school students across all Palos Verdes Library District branches; working with branch staff to develop District-wide policies, procedures, and programs related to Adult Services; and advising and mentoring branch staff with regard to Adult Services.

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.

Management and Leadership

- Plans, organizes, and oversees library services and programs for adults including high school students.
- Provide management and leadership to Adult Services staff, including
 - Interviews, selects and trains new employees and volunteers.
 - Recommends promotion/demotion or other change in status of staff members.
 - Plans and directs work/duties of staff members.
 - Provides staff members with feedback on their work performance through informal coaching and the annual review process.
 - Engages staff members in continuously improving the operation of the branches and of the Library District.
 - Ensures staff members are well informed about District services, operations, programs, events, employee benefits, etc.
 - Ensures staff members have appropriate training and professional development opportunities
- Ensures the safe and efficient operation of your Department.
- Participates as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Contributes to the development of the annual budget and manage expenditures in your area of responsibility.
- Develops and maintains effective working relationships with colleagues, library support groups, vendors and volunteers.
- Ensures Adult Services facilities and equipment are safe, attractive, and maintained in good working order. Work with the Facilities and Information Technology Departments to initiate and coordinate maintenance and repair work.

Adult Services and Programs

- Develops, plans and implements goals, objectives, policies, procedures, and standards for Adult Services at all District locations in consultation with branch staff.

- Contributes to the development of other policies and procedures as a member of the District Management Team.
- Prepares the annual Adult Services budget and manage expenditures to ensure they remain within budget.
- Maintains records related to Adult Services and programs.
- Prepares statistical and analytical reports, including a monthly report to the District Director and periodic reports to the Board of Library Trustees.
- Administers Human Resources procedures in relation to Adult Services staff (e.g. time and attendance record keeping, work and vacation scheduling, etc.), to ensure all libraries are adequately staffed for opening and closing procedures and within safety guidelines set forth by the District.
- Ensures Adult Services staff members are trained in District and branch policies and procedures and provide a high level of customer service. Ensure compliance with established policies and procedures.
- Develops District-wide models for providing reference services. Ensures the Peninsula Center reference desk is staffed during all library open hours, and works with the Manager – Library Operations to ensure District's branches are supported with adequate reference services. Works with the Digital Library Services Department to develop methods of providing reference services to people who are unable to come to the library. Assesses patron needs and assist by answering reference questions, selecting materials, and/or assisting and instructing patrons in the use of library materials and resources.
- Develops and implements programs and services for Adults based on assessment of community needs. Works with the Manager – Library Operations to plan and coordinate adult services and programs across the District and with the Manager – Young Readers Services to plan and coordinate teen services and programs across the District.
- Oversees and coordinates collection development activities to provide high quality collections of materials for adults and high school students. Assigns collection areas to professional staff. Works with staff in other departments to ensure all materials in the collections are up-to-date, relevant to community needs, and in good condition and remove materials which do not meet these criteria.
- Reviews new publications and collection materials and selects materials and resources for acquisition or disposition as appropriate.
- 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.
- Monitors technological or societal trends affecting library service and develop and implement new service models in response to those trends.
- Participates and encourages staff involvement in community organizations, events, and activities as a means of developing an understanding of community needs and aspirations for library service.
- Serves as "Librarian-In-Charge" of a designated facility during assigned shifts.
- Resolve patron problems and complaints.
- Participates in professional organizations and activities.
- Ensures compliance with established policies and procedures.

Perform additional 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 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.
- 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.
- Contribute to the strategic and administrative leadership of District as a whole.
- Prepare and administer departmental budgets.
- Carry out public speaking assignments on behalf of District.
- Demonstrate specialized experience or expertise in a relevant area such as branch management, digital library services, children's/youth services, or information technology.
- Obtain CPR/AED/First Aid certifications and Ham Radio Technician License.

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:

Master's Degree in Library Science or equivalent or other specialized education. Four (4) years of increasingly responsible work experience preferably in a public library. Two (2) years of supervisory and/or managerial experience; plus, two (2) years of experience as a professional librarian; and specialized experience or expertise in a relevant area such as branch management, digital library services, children's/youth services, or information technology.

License:

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.