

**Palos Verdes Library District
Library Manager IV
Department Manager - Technical Services**

Last Updated: January 2017
Range: 66

PURPOSE

Positions in the Library Manager Classification series 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 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.

The Manager – Technical Services is responsible for the operation and continuous improvement of PVLD's Technical Services Department, which includes the acquisition, cataloging, classification, processing, and maintenance/repair of library materials and the operation of PVLD's Integrated Library System Software; for selecting library materials in assigned subject areas; and for managing PVLD's mail room and mailing operations.

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

- Provides management and leadership to Technical Services department staff and volunteers, including
 - Interviews, selects and trains new employees and volunteers.
 - Recommends promotion/demotion or other change in status of staff members
 - Plans, schedules and directs work/duties of staff members and volunteers.
 - Provides staff members with feedback on their work performance through informal coaching and the annual review process.
 - Engages staff members and volunteers in continuously improving the operation of the department 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 including the opportunity to gain experience in other Departments through structured job rotation.
- Ensures the safe and efficient operation of Technical Service Department.
- Administers Human Resources procedures in relation to department 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.
- Participates as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Develop and maintain effective working relationships with colleagues, library support groups, vendors and volunteers.
- Acts as a certified Passport Acceptance Agent; processes passports, such as collecting documents and information required by the National Passport Office; performs all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.
- Contributes ideas for enhancing the Passport Service and community awareness of the service.

Technical Services

- Develops, plans and implements goals, objectives, policies, procedures, and standards for Technical Services at all District locations in consultation with staff in other departments.
- Maintains the District's Integrated Library System database including the on-line catalog, acquisitions and circulation databases, and other related files. Serves as an in-house expert regarding the data structure and processing routines within the ILS, and the primary liaison with the vendor for software support.
- Prepares the annual Technical Services budget and manage expenditures to ensure they remain within budget and prepares statistical and analytical reports as needed.
- Develops and administers effective and efficient procedures for cataloging and processing materials including:
 - Determines which activities should be outsourced and manage the relationship with the Outsourcing vendor.
 - Determines which activities can be carried out by volunteers, and work with the Coordinator of Volunteer Services to recruit, train, and supervise volunteers.
- Serves as "Librarian-In-Charge" of a designated facility during assigned shifts.
- Assists other Departments by providing staff to ensure adequate coverage of public service desks (Circulation, Reference, Young Readers, Branches, The Annex and Reception) as necessary.
- Resolves patron problems and complaints.
- Participates in professional organizations and activities.
- Ensures Technical 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.

Acquisitions/Collection Development

- Oversees the purchasing of library materials for all District library locations in accordance with the selection decisions of the professional staff assigned to each collection area.
- Participates on the District Periodicals Selection Committee to help oversee serials purchasing and maintenance.
- Performs original cataloging of print and non-print materials, including local history materials; maintains and updates catalog files.
- Reviews new publications and collection materials and selects materials and 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
- Participates in or leads meetings, committees, or projects intended to enhance services and programs or promote consistent policies and procedures across the District.
- Works with the Adult Services Department to administer the District's Inter-Library Loan (ILL) service and Serials acquisition and management systems and processes.

Emergency Response

- Develops and maintains a Disaster Recovery plan for the materials and collections at all District locations and oversee the implementation of the plan.
- Establishes and maintains relationships with appropriate disaster planning and materials recovery vendors and consultants.
- Ensures all District employees are knowledgeable about the Disaster Recovery plan and how to implement it as needed in their areas of responsibility.

Perform other duties as assigned

QUALIFICATIONS GUIDELINES

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.
- 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.
- 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 Aide training 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:

Equivalent to a 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.