

Palos Verdes Library District
Library Manager IV
Department Manager – Young Readers

Last Reviewed: January 2017
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 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 – Young Readers Department provides direct supervision and management to the staff and volunteers engaged in developing, administering and improving library services, collections and programs for infants through high school students across all Palos Verdes Library District branches; develop District wide policies procedures and programs related to Young Reader's Services and advising and mentoring staff in other departments with regard to Young Reader's 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

- Plan, organize, and oversee library services and programs for infants, children, and teens.
- Plan, organize, and oversee the operations and programs of the Annex, a satellite location of the PVLDD dedicated to serving middle and high school students.
- Provide management and leadership to Young Readers Department staff, including
 - Interview, select and train new employees.
 - Recommend promotion/demotion or other change in status of staff members.
 - Plan, schedule and direct work/duties of staff members and volunteers.
 - Provide staff members with feedback on their work performance through informal coaching and the annual review process.
 - Engage staff members in continuously improving the operation of the branches and of the Library District.
 - Ensure staff members are well informed about District services, operations, programs, events, employee benefits, etc.
 - Ensure staff members have appropriate training and professional development opportunities.
- Ensure the safe and efficient operation of your Department. Work with the Facilities and Information Technology Departments to initiate and coordinate maintenance and repair work if needed.
- Participate as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Prepare the annual Young Readers Services budget and manage expenditures to ensure they remain within budget.
- Maintain statistical records related to Young Readers Services and programs.
- Prepare statistical and analytical reports, including a monthly report to the District Director and periodic reports to the Board of Library Trustees.
- Administer Human Resources procedures in relation to Young Readers 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.

- Develop and maintain effective working relationships with colleagues, library support groups, vendors and volunteers.

Young Readers Services and Programs

- Develop, plan and implement goals, objectives, policies, procedures, and standards for Young Readers Services at all PVLD locations in consultation with other departments. Contribute to the development of other policies and procedures as a member of the District Management Team. Ensure Young Readers 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.
- Develop District-wide models for providing reference services. Ensure the Peninsula Center Young Readers reference desk is staffed during all library open hours, and work with the Manager – Library Operations to ensure PVLD’s branches are supported with adequate reference services for children and teens. Work with the Digital Library Services Department to develop methods of providing reference service to people who are unable to come to the library. Assess patron needs and assist by answering reference questions, selecting materials, and/or assisting and instructing patrons in the use of library materials and resources.
- Develop and implement programs and services for Young Readers based on assessment of community needs. Work with the Manager – Library Operations to plan and coordinate Young Readers programming across the District and with the Manager – Adult Services and Librarian – High School Services to coordinate teen services and programs across the District.
- Coordinate Annex activities, programs and services with the Adult Services Department and with community partners.
- Advise the Adult Services Department regarding services and programs for high-school students and older teens. Work with the Adult Services Department to coordinate services and programs for middle- and high-school students.
- Oversee and coordinate collection development activities to provide high quality collections of materials for Young Readers at all PVLD locations. Assign collection area to professional staff. Work 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.
- Remains knowledgeable about technological advances and societal trends that impact library services
- Participates in or leads meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District.
- Monitor trends affecting library service and develop and implement new service models in response to those trends.
- Participate and encourage staff involvement in community organizations, events, and activities as a means of developing an understanding of community needs and aspirations for library service.
- Serve as “Librarian-In-Charge” of a designated facility during assigned shifts.
- Resolve patron problems and complaints.
- Participate in professional organizations and activities.

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 a CPR/AED/First Aide certificate 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.