

**Palos Verdes Library District
Library Manager II
Assistant Branch Manager
Job Description**

Last Reviewed: November 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 the District's senior management team – either a Department Manager or the Deputy 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 in identifying better ways to provide library services.

The Assistant Branch Manager may act as direct supervisor for the branch staff. The Assistant Branch Manager takes on the primary responsibility for the development of and implementation of all programming including creating all publicity and writing press releases and ensuring all adequate publicity for programming. The Assistant Branch Manager is expected to fully participate in all District activities.

This is the entry-level professional class in the Library Manager series and is the second level of direct supervision of paraprofessional employees. Incumbents in this classification are accountable for a major library program or library service area within a department and 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:

Management and Leadership

- Plans, organizes, and oversees assigned library service and/or program areas.
- Provides management and leadership to assigned staff, including the following tasks:
 - Interviews, selects, and trains new employees;
 - Recommends promotion/demotion or other changes 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.
- Provides training and direction to staff as well as interpretation of District policies and procedures.
- May generate inventory reports and supervise the search for missing, claim returned, and in-transit items, correct the database to reflect the actual status of items.
- May supervise the claim return process from initial patron complaint through the search for items and resolution of the claim return.
- May review holds queue on a monthly basis to investigate why holds have not been fulfilled.
- May supervise the process of reviewing items for repair or replacement.

- Assists with administering Human Resources procedures in relation to department staff (e.g. time and attendance record keeping, work and vacation scheduling, etc.).
- Ensures the safe and efficient operation of assigned area of responsibility.
- Contributes to the development of the annual budget and manages expenditures in assigned area of responsibility.
- Develops and maintains effective working relationships with colleagues, library support groups, volunteers, vendors and media outlets.
- Attends and completes required training and courses.
- Compiles library activity reports and statistics.
- Manages special projects in the department.
- Performs all duties of Page, Sr. Page and Clerk positions as staffing and the needs of the department require.

Outreach/Programming

- Develops, implements, and evaluates services and programs in all areas including Circulation, Young Readers and Adult Services when necessary.
- Creates publicity materials for programming including writing press releases, ensuring all programs are fully publicized.
- Performs outreach to the community, community organizations, and schools; informs community members and organizations about library services, programs, and collections.
- Identifies and anticipates changing community needs and changes in technology or library best practices, and develops plans, services, and programs to address these changes. Participates in meetings and continuing education programs as appropriate.
- Represents the District at professional meetings as required.

Customer Service, Reference and Readers Advisory

- Assists patrons with circulation related problems and complaints in person, phone, and through email.
- Investigates and resolves disputed accounts.
- Supervises volunteers and works with the Volunteer Coordinator to ensure department needs are met.
- 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.

Performs related 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 and practices of leadership, motivation, team building, and conflict resolution.
- 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 supervision, training, selection, motivation, training, team building, work evaluation, conflict resolution, discipline, and personnel management.
- Computer literacy as related to library applications.

- The local community and its library needs.
- 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 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.

Education and/or 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 other specialized education and four (4) years of increasing responsibility and experience that would provide the knowledge, skills, and abilities to perform the specific duties of the position, including some supervisory and/or managerial experience. Must possess and maintain a valid California Class C driver's license and have a satisfactory driving record. All positions in this classification require possession of current CPR/AED/First Aid certifications.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. Must be able 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. 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.