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 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 librarian 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 regular 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 have 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 supervise the process of reviewing items for repair or replacement.
- Ensures the safe and efficient operation of assigned area of responsibility.
- Develops and maintains effective working relationships with colleagues, library support groups,
volunteers, vendors and media outlets.

• 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.
• Work with patrons and staff to enforce the Library Code of Conduct in accordance with library policies.
• Participate in meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District and the profession.
• Serves as "Manager on Duty/Librarian-in-Charge" of a designated facility during assigned shifts.

Outreach/Programming
• Develops, implements, and evaluates services and programs in all areas including Circulation, Young Readers and Adult Services when necessary.
• Identify and anticipate changing community needs and changes in technology and library best practices. Develop, market, implement, and evaluate services and programs for our community to address identified needs.
• Perform outreach to the community, schools, and local organizations to inform and engage community members about library services, programs, and collections.
• Perform community engagement and community needs assessments to determine programs and services.
• Prepare publicity and informational materials, including virtual and in person: displays and exhibits, flyers, posters, brochures, blogs, web pages, bibliographies, press releases and social media posts.
• 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.
• Demonstrates excellent customer service to staff, volunteers, vendors, and library patrons.
• Advises and assists library customers; demonstrates the use of library resources.
• Provide reference and reader’s advisory, demonstrate the use of library resources and technology; and advise and assist library users in a welcoming and professional manner.
• Respond effectively to suggestions, requests, and concerns from community members in a timely manner.
• 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.

Administration
• Contributes to the development of the annual budget and manages expenditures in assigned area of responsibility.
• Attends and completes required training and courses.
• Compiles library activity reports and statistics.
• Manages special projects in the department.
• Assists with administering Human Resources procedures in relation to department staff (e.g. time and attendance record keeping, work and vacation scheduling, etc.).
• 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 be able to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must be able to travel to various District sites. Must possess the ability to retrieve, process, and store library materials across multiple work areas as well as enter and retrieve data using a computer. Positions in this classification frequently bend, stoop, kneel, and reach, as well as push and pull heavy book carts. Positions in this classification frequently lift and carry library materials that typically weigh less than 25 pounds.

Environmental Elements
Employees work in an open floor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, incumbents may have to visit other branch libraries or perform job duties outdoors and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or patrons in interpreting and enforcing departmental policies and procedures.

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