

Palos Verdes Library District  
Library Manager IV  
Manager – Library Operations

Last Reviewed: January 2017  
Salary Range: 70

## **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 and/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 – Library Operations provides direct supervision and management to staff and volunteers engaged in the operation and continuous improvement of the daily operations of the Malaga Cove, Miraleste and Peninsula Center Libraries. The Manager – Library Operations is responsible for the Circulation function at all three libraries; works collaboratively with the PVL D Young Readers and Adult Services Departments to develop and implement programs and activities at all three libraries in support of District-wide objectives; participates in District-wide programming, marketing, reference and collection development activities; works with the Facilities Manager and Information Technology Manager to maintain and enhance library facilities and technology; and serves as the primary staff liaison to the Malaga Cove and Miraleste Library Advisory Committees.

## **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**

- Provide management and leadership to all Circulation 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.
  - 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 compliance with established policies and procedures.
- Ensure the safe and efficient operation of the Circulation Departments at all branches. Coordinate emergency response and evacuation activities in the event of an emergency during your normally scheduled work hours.
- Participate as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Contribute to the development of the annual Circulation budget and manage expenditures in your area of responsibility to ensure they remain within budget.
- Prepare statistical and analytical reports, including a monthly report to the District Director and periodic reports to the Board of Library Trustees.
- Develop and maintain effective working relationships with colleagues, library support groups, vendors and volunteers.

- Train and supervise volunteers as needed for all branch locations.
- Monitor trends affecting library service and develop and implement new service models in response to those trends. Participate in professional organizations and activities.
- Plans, organizes, and oversees library services and programs for the community as needed.

### **Circulation Operations**

- Develop District-wide procedures, policies, standards, and forms to ensure the effectiveness and efficiency of all Circulation activities such as patron registration and verification of identity, checking in and out of materials, collection of fines and fees, and processing of hold requests.
- Ensure staff are trained in all policies and procedures related to their positions, including operation of the automated circulation system, fire alarm system, cash registers, and credit card processing equipment.
- Communicate changes in circulation policies and procedures and provide training to staff in other PVLD departments as appropriate.
- Ensure systems are in place and delegate staff responsibility for:
  - Circulation activities such as patron registration, checking in and out of materials, collection of fines and fees, and processing hold requests.
  - Ensuring that all new and returned library materials are shelved accurately and in a timely fashion, including regular emptying of collection bins both outside and inside the library.
  - Relocating or reorganizing library materials as necessary to ensure adequate shelf space or to support collection development and access goals.
  - Recording and reconciling cash receipts and preparing transaction reports. Preparing weekly cash statements and making bank deposits.
  - Monitoring and refill change machines. Issue copy machine refunds.
  - Administering the collection of fines and fees, including referral of accounts to the District's collection agency.
  - Investigating and resolving disputed accounts.
  - Administering the Peninsula Center Study Rooms and the Malaga Cove Gallery
  - Administering the distribution of Inter-Library Loan items at the Malaga Cove and Miraleste Libraries
- Ensure all Circulation staff are trained to provide a high level of customer service, including providing polite and accurate responses to patron questions about District policies, procedures, services, programs, and events.
- Develop and implement methods of engaging Circulation staff in developing, presenting and promoting District services, programs and events.
- Ensure resolution of all customer complaints related to Circulation activities.
- 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.
- Attend community meetings and events such as City Council meetings or meetings of community organizations to represent PVLD and promote library services and programs.
- Administer Human Resources procedures in relation to assigned departments (eg. 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.
- Ensure all department personnel are familiar with PVLD's safety and emergency response procedures and participate in PVLD's safety training program.

### **Facilities and Equipment - Branches**

- Ensure the facilities, grounds, and equipment in both branch buildings are safe, attractive, and in good working order.
- Work with the Facilities and Information Technology departments to initiate and coordinate maintenance, repair, and upgrade work.
- Conduct regular building inspections to identify problem areas and determine what issues can be addressed by department staff and what needs to be referred to the Facilities or Information Technology departments.

- Act as on-site contact person for employees and contractors providing custodial, maintenance, landscaping, refuse collection, and other services necessary to maintain the safety, cleanliness, and operability of District facilities when Facilities staff are not available.
- Responsible for the set up and tear down of tables, chairs and audio visual equipment needed for programs and events at the Malaga Cove and Miraleste Libraries. Assigns department staff to carry out this work or initiates work requests for the Facilities or Information Technology Departments.
- Make recommendations regarding the purchase of equipment and materials for library service, programming and collection needs.
- May acts as on-site contact person for special event programming; including assisting with arranging facilities needs and providing hands on assistance during events.
- Participate in the planning of Facilities and Information Technology improvement and expansion projects.

**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 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.
- Obtain CPR/AED/First Aide training and Ham Radio Technician certification.

**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 other specialized education. Four (4) years of increasingly responsible work experience that would provide the knowledge, skills, and abilities to perform the specific duties of the position, 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. Standing in work areas and walking between work areas is required as is the ability to maneuver at each branch site and travel between branches. 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.