

**Palos Verdes Library District  
Young Readers Assistant Manager  
Teen Services**

Last Reviewed: January 2016

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 District's senior management team – either a Department Manager or the Executive 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 Young Readers Assistant Manager - Teen Services coordinates the development, implementation and improvement of district wide services for Young Adults (6<sup>th</sup> – 12 grade) and parents, teachers, and youth leaders. This position is also responsible for supervision of the teen Annex and providing leadership to and supervising the part-time and on-call librarians.

This is the entry-level professional class in the Library Manager series and is the first level of direct supervision of professional librarians. Incumbents in this classification are accountable for a major library program or library service area within a Department and typically 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.

**Core Accountabilities** *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.*

**Core accountabilities include, but are not limited to:**

**Supervision 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 change 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.
- Ensures the safe and efficient operation of assigned area of responsibility.
- Establishes and maintains cooperative working relationships with colleagues.
- Compiles library activity reports and statistics.

**Outreach and Programming**

- Develops, implements, and evaluates services and programs for Young Adults (grades 6 – 12) and parents, teachers and youth leaders.
- Identifies and anticipates changing community needs and changes in technology or library best practices and develops plans, services, and programs to address these changes.

- Performs outreach to schools and community organizations; informs community members and organizations about library services, programs, and collections.
- Serves as a liaison to the community through active connection with, and embedding in, schools, civic and social organizations.

#### **Customer Service, Reference and Readers Advisory**

- Performs professional responsibilities independently and with minimal supervision.
- Ensures safe operations and addresses customer or staff issues.
- Advises and assists library customers; demonstrates the use of library resources.
- Provides reference and readers advisory services to customers.
- Performs bibliographic searches using both print and non-print sources.
- Responds to suggestions, requests, or concerns from library users or community members.
- Identifies and anticipates changing community needs and changes in technology or library best practices and develops plans, services, and programs to address these changes.

#### **Collection Development and Maintenance**

- Reviews new publications and collection materials and selects materials and resources for acquisition or disposition as appropriate.
- Participates in or leads meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District.
- May organize, maintain, and catalog/index 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
- May oversee periodical selection and management.

#### **Administration**

- Leads or participates in meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the District
- Develops and maintains effective working relationships with colleagues, library support groups, volunteers, and vendors.
- Contributes to the development of the annual budget and manages expenditures in assigned area of responsibility.
- Participates in meetings and continuing education programs as appropriate.
- Represents the District at professional meetings as required.
- Attends and completes required training and courses.

Perform other 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 of adolescent development and of state and local middle and high school educational frameworks.
- 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.
- Ability to supervise all aspects of Teen Services
- Communicate trends and needs of teens and their parents, teachers and youth leaders to PVLD staff
- 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, Licensure, 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:*

Must possess a Master's degree from an accredited college or university with many course coursework in library science. This position requires four (4) years of increasingly responsible experience that would provide the knowledge, skills, and abilities to perform the specific duties of the position, including some supervisory and/or managerial experience. All positions in this classification require possession of current CPR/AED/First Aid certifications and possession of a valid Ham Radio Technician 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.