



Library Division Manager

Purpose of the role:

Under administrative direction, plans, organizes, and manages the activities and operations of an assigned Division within the Library Services Department; oversees and manages multiple sections and program areas including reference, collection management, children and young adults, and technical services and/or information technology, special collections, circulation services and branch operations; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Deputy Library Services Director and Library Services Director; and performs related duties as assigned

Distinguishing Characteristics:

The Library Division Manager is a Division head with responsibility for planning, organizing, and implementing major programs, services, and operations related to the assigned area. Incumbents in this class are responsible for developing and implementing the Division's goals and objectives and for planning, organizing, and directing the work of subordinate staff. Incumbents are expected to handle difficult assignments including program planning and implementation and special projects as assigned. Assignments are broad in scope and are carried out with a significant degree of latitude and independence.

The Library Division Manager class is distinguished from the class of Library Services Supervisor in that incumbents in the Library Services Supervisor class are responsible for supervising services in a section of the library while the Library Division Manager oversees multiple sections and program areas of the Library.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, organizes, controls, integrates and evaluates the activities and operations of an assigned division within the Library Services Department; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the department's mission and priorities; manages and directs the development, implementation, and evaluation of plans, policies, manual and computerized systems, and procedures to achieve annual goals and work standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City's mission and values.
- Provides leadership to staff by actively participating in assisting the Library in meeting the educational, recreational, and informational needs of the community within the scope of the Library's mission; provides guidance in the continual improvement of access to library materials and services; encourages the developments of instructional and recreational programming.
- Participates in the development of the Department's annual budget; forecasts funds needed for the Division's staffing, equipment, materials, and supplies; approves Division expenditures and implements budgetary adjustments as appropriate and necessary.
- Oversees the planning, design, installation, maintenance, modification, operation, and administration of computerized library information systems including wide area network, integrated library catalog, Library Internet applications, Library Web page, and software for staff and patron use; analyzes library functions and systems to determine the feasibility and application of automated network data communications technologies and appropriate alternatives; evaluates, recommends, and installs software applications and hardware upgrades; coordinates Requests for Proposal for systems upgrades, printing and copying services for public and staff and technology training for staff; oversees and administers system security.
- Oversees the selection and maintenance of a high quality collection of print and non-print materials; facilitates and trains staff in the execution of collection building responsibilities; approves final requests prior to purchase; develops guidelines and schedules for deselecting.
- Provides staff assistance to the Deputy Library Services Director as well as the Library Services Director; completes special projects as assigned; directs or personally performs analytical studies; develops and reviews reports of findings, alternatives and recommendations; prepares and presents a variety of reports including staff reports and other necessary correspondence.
- Represents the Library and City at various meetings and events; explains, justifies, and defends assigned programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Coordinates and manages services, activities, and operations with other City departments as well as outside vendors.

- Maintains current knowledge of new trends and innovations in the field of library science and information technology; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a library services program.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of management, supervision, training, and performance evaluation.
- Theory, principles and practices of modern library management, including information technology and collections development and management.
- Current developments in librarianship and in managing the delivery of library services.
- Principles and practices of library science.
- Library policies, methods, and procedures.
- Administrative procedures as used in public libraries.
- Principles and practices of library systems planning.
- Principles and practices of business data processing particularly related to the maintenance and processing of collections information and the delivery of library services.
- Library services related software and hardware.
- Library services computer products and technologies.
- Network based computer operations and techniques.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles and practices of effective customer service.

***Desired
Minimum
Qualifications:***

Ability to:

- Oversee and participate in the management of comprehensive library programs and operations.
- Plan and direct library programs, services, and technologies.
- Manage and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and administer large and complex budgets.
- Analyze and make sound recommendations on difficult operational and technical issues.
- Interpret library policies, resources, and services to the public.

- Exercise sound, expert independent judgment within policy guidelines.
- Prepare clear, concise and comprehensive correspondence, reports and other written materials.
- Read and interpret complex data, information, and documents.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

A Master's degree from an accredited college or university with major course work in library science.

**Education and
Experience
Guidelines:**

Experience:

Six years of increasingly responsible professional library experience including two years of supervisory, management and administrative responsibility.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, books, and documents and material weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; regular interaction with City staff, patrons and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: