



## Library Services Director

### ***Purpose of the role:***

Under general administrative direction, plans, organizes, and directs the operations, programs, and services of the Library Services Department; manages and directs Library services including reference, collection management, children and young adults, technical services, information technology, special collections, circulation services and branch operations and programs; provides highly responsible and complex administrative support to the City Manager's Office; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

The Library Services Director is a department head with responsibility for policy development, program planning, fiscal management, administration, and operational direction of all departmental functions. The incumbent is responsible for developing and accomplishing department objectives and goals within guidelines established by the City Council and City Manager. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

***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.***

### ***Essential Duties and Responsibilities:***

- Plans, organizes, controls, integrates, and evaluates the work of the Library Services Department; develops, implements, and monitors, with division managers, long-term plans, goals, and objectives focused on achieving the City's mission and City Council priorities; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual department 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 division managers and their assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; makes decisions on compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Establishes, within City policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.

- Provides leadership and works with division managers 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.
- Directs the development of and monitors performance against the annual department budget; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Evaluates the effectiveness of library services and programs in meeting community needs.
- Manages and supervises development of the Library's materials collection.
- Works with and provides staff support to the Library Foundation in conducting fund-raising activities on behalf of the Library and its programs; establishes and implements fund-raising strategies and activities.
- Recommends applications for funding from public and private agencies for library programs.
- Supervises maintenance of physical facilities including the central and branch libraries.
- Provides staff assistance to the City Manager; completes special projects as assigned; directs the conduct of analytical and management studies and the preparation and review of reports for the City Manager and City Council; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Maintains effective relationships with a variety of community organizations, groups and individuals to promote positive public relations; appears before public agencies, business and civic groups, library support groups and other organizations in the presentation and discussion of City Library problems, proposals, and policies; explains, justifies, and defends department programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints regarding library services and fees.
- Coordinates assigned activities with those of other departments and outside agencies and organizations. 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.*

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Operations, services, and activities of a comprehensive library services program.
- Theory, principles and practices of modern library management including collections development and management.
- 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.
- Pertinent federal, state, and local laws, codes, and regulations.
- Current developments in librarianship and in managing the delivery of library services.
- Administrative procedures as used in public libraries.
- 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.

Ability to:

- Manage and direct a comprehensive library services program.
- Develop and administer departmental goals, objectives, and procedures.
- Exercise sound, expert independent judgment within general policy guidelines.
- Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Plan, organize, direct, and coordinate the work of lower level staff.
- Delegate authority and responsibility.
- Select, supervise, train, and evaluate staff.
- Perform difficult and complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret library policies, resources, and services to the public.
- Prepare and administer large and complex budgets.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- 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.
- Establish and maintain effective working relationships with City officials, other governmental jurisdictions, community organizations and groups, employees and the general public.
- 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:**

- Team Builder
- Strategic Thinker
- Results Oriented
- Planner and Organizer
- Interpersonally Effective
- Problem Solver and Decision Maker
- 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 and  
Experience  
Guidelines:**

**Education:**

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

**Experience:**

Ten years of increasingly responsible professional library experience including three years of management and administrative responsibility.

**Licenses; Certificates; Special Requirements:**

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

**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; 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; frequent interaction with City officials, community organizations and groups, 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: