October 2024
FLSA: Exempt

LIBRARY SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and daily operations of the Library Services Division of the Buena Park Library District; participates in the development of policies and operational strategies of Adult, Teen, and Children's library programming and services, as well as Technical Services, and IT Systems; prepares program budgets, manages grants, and completes expense reporting; provides complex and responsible support to the Library Director in library operations; provides leadership and direction across all Library departments in the Director's absence to address issues including emergency leave, building issues, and patron problems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Library Director. Exercises direct supervision over supervisory, professional, para-professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning and evaluating operations including programming, budgeting, collections, information technology, and staff work across the Library Services Divisions of the Buena Park Library District. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for library personnel, upper management, and customers. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL 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 qualified employees can perform the typical functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of operations including reference, programming, collection development, web services, social media, and information technology.
- Participates in the development and implementation of goals, objectives, work plans, policies, and priorities for assigned divisions; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of Adult, Teen, and Children's library programs and services, as well as Technical Services and IT Systems; establishes and implements service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting

relationships; identifies opportunities for improvement and makes recommendations to the Library Director.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; recommends and implements employee disciplinary actions.
- Performs project management responsibilities; develops logical and efficient project plans; establishes priorities; monitors and manages task completion; anticipates and avoids problems; works collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; administers contracts to ensure compliance with District specifications and service quality.
- Represent the District at community events and meetings; prepares and presents information at meetings and provides information to the community about library services.
- Applies for and procures grant funding; assigns staff to assist with grant projects; monitors budgets and ensures compliance with grant scope and purpose; drafts detailed reports to ensure timely, compliant, and judicious use of funds.
- Identifies improvement needs across assigned library division; develops, documents, creates strategic planning, and monitors progress of assigned capital improvement plans in conjunction with the Library Director.
- Provides highly complex staff assistance to the Library Director; prepares staff reports and other written materials; supervises the establishment and maintenance of working and division files; ensures the proper documentation of operations and activities.
- Reviews the work of staff to ensure compliance with applicable federal, state, and local laws, codes, and regulations.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Identifies, contacts, and selects contractors and vendors as needed; assesses work quality.
- Ensures staff observe and comply with all mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principals of library services including Reference, Adult, Teen, and Children's programming.
- Principals of library technical services including acquisitions, collection management, cataloging, processing, serials, and electronic resources.
- Library science, including industry standard policies and procedures.
- Principals of information technology, networks, and technology trends.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- General principles of risk management related to the functions of the assigned area.
- Principals of project management including planning, executing, and monitoring progress.
- Research methods and techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned department.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership.
- Prepare and administer complex budgets; allocate limited resources in a cost-effective manner.
- Identify operational improvement needs.
- Serve as interim supervisor over other departments when other supervisory staff and/or the Library Director are absent.
- Recruit, select, and assess work product of contracted services.
- Guide staff on community engagement and outreach initiatives; adapt program delivery methods and promotion methods to maximize patronage.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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:

Education:
- Equivalent to a master's degree from an accredited college or university in library and information science, library science, or information science.

Experience:
- Five (5) years of experience in library program delivery and/or library technology and support services, including two (2) years of experience in a supervisory capacity.

Licenses and Certifications:

- None

PHYSICAL DEMANDS

Must possess mobility 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. 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 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

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.

SPECIAL CONDITIONS

District employees are expected to work weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).