

LIBRARY DIVISION MANAGER

Definition:

Under administrative direction, plans, directs and coordinates the functions and programs of one or more major divisions of the Library such as Adult Services, Children's Services or Technical Services; supervises professional, technical and clerical staff and performs a variety of professional library work and performs related work as required.

Examples of Duties:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Manages, organizes and participates in the functions/programs of one or more major divisions of the Library and provides expertise in library related services of assigned functions/programs.

Manages and coordinates collection development, policies and procedures.

Continuously monitors and evaluates the efficiency and/or effectiveness of service delivery methods, program results, and procedures; assesses support systems for programs, the effectiveness of key relationships, and identifies and implements improvements.

Receives and responds to requests for public information as directed by the Library Director; responds to citizen inquiries or complaints on a variety of complex and sensitive topics related to library services and recommends appropriate solutions; resolves library patron concerns and interprets library policies to patrons and staff.

Manages and participates in the selection, training, supervision and evaluation of assigned employees.

Oversees and conducts research and analysis to determine how library services will meet community needs.

Formulates innovative and successful strategies and recommends actions to effectively meet city and department goals and objectives.

Initiates meetings with schools and community organizations to promote, develop and evaluate library programs.

Establishes and maintains effective relationships and communicates with city management and other staff, other entities, special interest groups, and the community to receive input and hear concerns to enhance the ability to provide appropriate and effective services.

Makes presentations to variety of groups, the public, other agencies, and legislative bodies; conducts a variety of meetings and serves as a departmental or

City representative at meetings as assigned.

Establishes and evaluates practices, policies and operating procedures and recommends improvements.

Attends professional meetings and conferences and reports on trends and developments.

Maintains records and prepares reports and administrative summaries.

Prepares and manages division budgets including expenditure recommendations; recommends and evaluates program/sub-program budget expenditures.

Coordinates library services and inter-divisional projects with staff, other division heads, community groups and the Library Board of Trustees.

Negotiates with library vendors as needed and administers contracts for library services as assigned.

Assists in maintaining the library in a quiet, safe and orderly condition.

Opens and/or closes and secures the library/library facilities as assigned.

Participates as a member of the Library Management Team and acts in place of the Library Director as assigned.

Operates a personal computer and uses applicable software.

Drives a vehicle on City business.

Other Duties and Responsibilities

Performs other projects/tasks as assigned

Lifts and moves boxes of books and related items weighing 30 pounds or less.

Class Characteristics:

The Library Division Manager is a multi-incumbent division head position responsible for managing the staff, expenditures and operations of one or more divisions within the Library. The incumbent performs work which requires specialized knowledge of professional librarianship principles and concepts, works under limited supervision, exercises substantial judgment and initiative and is distinguished from lower classifications in the professional librarian series by its broader functional and programmatic responsibilities.

Contacts and Relationships:

A Library Division Manager establishes and maintains contact with staff in the Library. Additional contact will occur with the Library Board of Trustees, Library Foundation, Friends of the Library, public/library patrons, community groups, representatives of local

schools and other libraries, staff in other City departments and with publishers and vendors.

Qualification Guidelines:

The knowledges and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Principles, practices and procedures of library management.

Library organization, policies/procedures, methods, functions, practices, principles and terminology.

Principles and practices of supervision, organization and employee development, evaluation, and management.

Cataloging standards and classification systems related to print and non-print material.

Literature and standard works; information sources and reference practices

Budgeting methods and procedures.

Reader interest patterns related to the selection of appropriate material.

Development and evaluation of library programs.

Goal-setting methods and the design of performance indicators.

Methods of research and analyses.

Methods of making effective oral and written presentations.

Customer service techniques.

Book industry markets, publishing trends and promotional practices.

Negotiating and conflict resolution techniques.

Computer applications as they relate to area assigned.

AND

Ability to:

Perform responsible library management duties with limited supervision.

Manage and direct staff, including the ability to provide counseling and mediation; persuade, and train others; advise and interpret regarding the application of

policies, procedures and standards to specific situations.

Promote community interest in library programs and services.

Maintain records, prepare comprehensive reports and negotiate and administer contracts with library vendors.

Analyze and evaluate data and recommend solutions to division and department problems.

Develop and modify existing policies, strategies and/or methods; interpret, apply and explain rules, regulations, policies and procedures.

Classify and catalog materials using professional standards and methods of library science.

Communicate effectively orally and in writing and make oral and written presentations to a variety of groups.

Understand and carry out oral and written instructions and use independent judgment and initiative.

Prepare and manage a division budget.

Establish and maintain effective relationships with those contacted in the course of work.

Handle job stress and maintain composure in public settings.

Operate modern office equipment including computer equipment and applicable and specialized software.

Meet and deliver library services to the public with courtesy and tact.

Education and Experience

Any combination of training and experience, which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

A Bachelor's Degree from an accredited college or university in any discipline and a Master's Degree in Library Science from an accredited college or university.

AND

Four years of progressively responsible professional librarianship experience to include one year in a supervisory capacity.

Special Requirements:

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification

will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

Must be able to work a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Library Division Manager file financial disclosure statements in accordance with state and local laws.

Per California Code §3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed both in an office and in a library environment and requires sitting and/or standing for prolonged periods of time, and the use of a computer keyboard and screen. The incumbent may deal face to face with the public. The incumbent may push a book cart, twist, squat, bend, stoop, walk, climb a ladder or step stool, reach, lift and move library materials and related items weighing 30 pounds or less.

Fair Labor Standards Act Designation: Exempt.

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Eliminated September 2005