

**Palos Verdes Library District
Library Manager IV
Branch Manager
Job Description**

Last Reviewed: November 2018
Salary Range: 66

PURPOSE

Positions in the Library Manager classification provide 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 the Deputy Director or Director. Incumbents will 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 Branch Manager provides direct supervision and management to staff and volunteers engaged in the operation and continuous improvement of the Malaga Cove and Miraleste Libraries of the Palos Verdes Library District including circulation and customer service, reference services, and collection development. The Branch Manager works collaboratively with the PVL D Young Readers and Adult Services Departments to develop and implement programs and activities at the branches in support of District-wide programming objectives, participates in District-wide programming and collection development activities, and serves as the primary staff liaison to the Malaga Cove and Miraleste Library Advisory Committees.

EXAMPLES OF ESSENTIAL 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 that qualified employees can perform the essential functions of the job.

Management and Leadership

- Plan, organize, and oversee library services and programs for library users of all ages.
- Provide management and leadership to branch staff, including
 - Interview, select and train new employees
 - Recommend promotion/demotion or other change in status of staff members
 - Plan and direct work/duties of staff members
 - Provide staff members with feedback on their work performance through informal coaching and the annual review process
 - Engage staff members and volunteers in continuously improving the operation of the branches and of the Library District
 - Ensure staff members are well informed about District services, operations, programs, events, employee benefits, etc.
 - Ensure staff members have appropriate training and professional development opportunities
- Generates inventory reports and supervises the search for missing, claim returned, and in-transit items, corrects the database to reflect the actual status of items.
- Supervises the claim return process from initial patron complaint through the search for items and resolution of the claim return.
- Reviews hold queues on a monthly basis to investigate why holds have not been fulfilled.
- Supervises the process of reviewing items for repair or replacement.

- Administers Human Resources procedures in relation to department staff (e.g. time and attendance record keeping, work and vacation scheduling, etc.).
- Ensure the safe and efficient operation of Malaga Cove and Miraleste. Ensure all department personnel participate in PVL D safety training programs.
- Participate as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Contribute to the development of the annual budget and manage expenditures in your area of responsibility.
- Train and supervise volunteers.
- Develop and maintain effective working relationships with colleagues, library support groups, vendors and volunteers.

Customer Service, Reference and Readers Advisory

- Serves as “Manager on Duty/Librarian-in-Charge” of a designated facility during assigned shifts. Ensures safe operations and addresses customer or staff issues.
- Demonstrates excellent customer service to staff, volunteers, vendors, and library patrons
- Advises and assists library customers; demonstrates the use of library resources.
- Provides reference, performs bibliographic searches using both print and non-print sources and readers advisory services to patrons.
- Responds to suggestions, requests, or concerns from library users or community members in a timely manner.

Library Services and Programs

- Develop procedures, policies, and standards for the efficient and effective branch operations. Contribute to the development of District-wide policies and procedures as a member of the District Management Team. Ensure branch staff members are trained in District and branch policies and procedures and provide a high level of customer service. Ensure compliance with established policies and procedures.
- Assess patron needs and assist by answering reference questions, selecting materials, and/or assisting and instructing patrons in the use of library materials and resources.
- Work collaboratively with the Young Readers and Adult Services Departments to develop and implement programs and services for both the Malaga Cove and Miraleste branches based on assessment of community needs. Contribute to the planning and coordination of programming across the District.
- Maintain high quality collections at both the Malaga Cove and Miraleste branches. Participate in the selection of materials for assigned collection areas at all PVL D locations. Ensure all materials in the collections are up-to-date, relevant to community needs, and in good condition and remove materials, which do not meet these criteria.
- Resolve patron problems and complaints.
- Monitor trends affecting library services and develop and implement new service models in response to those trends.
- Participate and encourage staff involvement in community organizations, events, and activities as a means of developing an understanding of community needs and aspirations for library service.
- Develop and implement programs and services for the branches based on assessment of community needs and aspirations. Oversee the planning and implementation of Young Readers programs.
- Resolve patron problems and complaints.
- Participate in professional organizations and activities.
- Ensure compliance with established policies and procedures.

Facilities and Equipment

- Ensure library facilities and equipment are safe, attractive, and maintained in good working order. Work with the Facilities Department and Information Technology departments to initiate and coordinate maintenance and repair work.
- Participate in the planning of improvement and expansion projects at the branches.

Administration

- Prepare the annual Branch budgets and manage expenditures to ensure they remain within budget.
- Maintain records related to programs.
- Prepare statistical and analytical reports, including a monthly report to the District Director and periodic reports to the Board of Trustees.

Perform additional 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 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.
- 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.
- Contribute to the strategic and administrative leadership of District as a whole.
- Prepare and administer departmental budgets.
- Carry out public speaking assignments on behalf of District.
- Demonstrate specialized experience or expertise in a relevant area such as branch management, digital library services, children's/youth services, or information technology.

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:

Equivalent to a Master's Degree in Library Science or equivalent or other specialized education. Four (4) years of increasingly responsible experience that would provide the knowledge, skills, and abilities to perform the specific duties of the position, preferably in a public library. Possession of current CPR/AED/First Aid certifications. Two (2) years of supervisory and/or managerial experience; plus two (2) year of experience as a professional librarian; and specialized experience or expertise in a relevant area such as branch management, digital library services, children's/Youth services, or information technology.

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.