

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

| | |
|-------------------------------------------------|----------------------|
| Position Title: Library Services Manager | Job Family: 4 |
| General Classification: Management | Job Grade: 35 |

Definition: To evaluate, plan, organize, direct, and manage the activities of a specialized division of the Library, such as Public Services or Support Services, including developing policies and procedures and supervising assigned staff; to coordinate Library activities with other divisions and departments; and to provide highly complex staff assistance to the Library Services Director.

Distinguishing Characteristics: The Manager level recognizes positions that provide full-line and functional management responsibility for a division and functional area within a department.

Receives general direction from the Library Services Director.

Exercises direct and indirect supervision over assigned professional, supervisory, clerical, and technical personnel. May act as project manager for specialized projects.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Supervise a specialized division of the Library, such as Public Services or Support Services.
2. Provide significant contribution to the development and implementation of departmental goals, objectives, policies, and procedures.
3. Analyze, manage, direct, and organize division activities, including technical, management, and staffing operations. Resolve work problems; determine best approach to accomplish work objectives.
4. Direct and monitor the development of the division's work plan; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures.
5. Assist in the preparation and administration of the Library budget; evaluate and analyze resources needed to accomplish program goals and targets; and monitor spending against budget.

Position Title: Library Services Manager

Page 2 of 5

6. Recruit and recommend the appointment of personnel; provide or coordinate staff training; evaluate employees; implement discipline procedures; and recommend employee separations.
7. Positively resolve difficult public complaints and operational and policy issues with tact and diplomacy.
8. Perform more complex work in special areas such as providing reference and advisory services to patrons at public service desks and electronically.
9. Provide professional and administrative support to the Library Services Director; compile, analyze, and prepare reports and related documentation; prepare relevant promotional materials; and act as project manager for specialized projects.
10. Build and maintain positive working relationships with coworkers, other City employees, Library support groups, and the public using principles of good customer service. Foster an environment of trust and teamwork within a division and the Library. Model exemplary interpersonal skills.
11. Represent the department to outside agencies and organizations; participate in community and professional groups and committees.
12. Research, compile, and analyze Library activities and technical and administrative reports; prepare written correspondence.
13. Monitor and analyze Library service trends in literature and Best Practices; make recommendations for service enhancements/changes.
14. Act as the Library Services Director as necessary.
15. Perform duties related to specific division as follows:

Public Services

- a. Coordinate and monitor safety and security systems, policies, and procedures. Plan and coordinate safety training. Act as Library representative for Citywide safety and security operations.
- b. Coordinate facility and building maintenance with City staff and outside vendors and contractors. Assist in developing, planning, designing, and implementing facility upgrade and renovation projects.

Position Title: Library Services Manager

Page 3 of 5

- c. Identify and implement strategies, policies, and procedures to ensure optimal public service. Analyze and measure efficiency and effectiveness of services.
- d. Plan and coordinate programs to meet the needs of the community.
- e. Act as collection manager, ensuring that relevant Library materials are acquired in a timely fashion to meet community needs.
- f. Coordinate, plan, and develop procedures for the Library's social media presence in accordance with the City's social media policy.
- g. Manage contracts and relationships with outside groups providing relevant Library services such as the Mountain View Historical Association and the Santa Clara County Library's Reading Program.

Support Services

- a. Coordinate acquisitions, cataloging, and processing activities, evaluating and streamlining workflow.
- b. Research and recommend the feasibility and impact of new library technologies and systems; implement new technologies and applications.
- c. Direct the procurement, implementation, development, and maintenance of various technology systems in the Library to support the Library's strategic goals, services, and programs.
- d. Coordinate software and hardware upgrades to existing technology systems.
- e. Resolve operational problems and supervise troubleshooting of integrated Library system software/hardware and other specialized technology systems and equipment.
- f. Act as the primary liaison with Information Technology staff, other City departments, vendors, and contractors on technology matters; represent the Library with regard to City Information Technology planning and operational support.
- g. Identify and implement strategies, policies, and procedures to ensure optimal public service. Analyze and measure efficiency and effectiveness of services.

16. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Contemporary methods, techniques, principles, and practices of public library service; principles and practices of policy development and implementation; library automation and technology systems and computer equipment; pertinent local, State, and Federal laws, rules, and regulations; budgeting procedures and techniques; the local community and its library needs; principles and practices of supervision, training, and personnel management.

Ability to: Analyze, evaluate, organize, direct, and implement a multi-faceted Library division; prepare and administer a budget; supervise, train, and evaluate personnel; analyze problems with incomplete information, identify creative solutions, project consequences of proposed actions, and implement recommendations in support of goals; gain cooperation through discussion and persuasion; interpret and apply City and department policies, procedures, rules, and regulations; identify community needs, exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs; work collaboratively and positively with all staff; prioritize and manage a heavy workload; resolve challenging situations with members of the public; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: Combination of relevant education, experience, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Four years of increasingly responsible professional library experience. Two years of experience supervising professional or paraprofessional staff. Managing library programs in functional area is highly desirable. Possession of a Bachelor's degree from an accredited college or university with major course work in Library Science or a related field. A Master's degree in Library Science from an ALA-accredited institution is highly desirable.

Required Licenses or Certificates: Possession of, or ability to obtain, a valid California Driver License.

Position Title: Library Services Manager

Page 5 of 5

Working Conditions: In addition to the regular work schedule, this position must be available to work evenings and weekends as needed.

Established: January 1994

Revised: March 2019

HRD/CLASS SPECS

Library Services Manager