

CITY OF ARCADIA

LIBRARY SERVICES MANAGER

DEFINITION

Under administrative direction, oversees the daily operations of one or more service/program areas and respective staff within the **Library and Museum Services Department** by performing a wide range of highly responsible, complex, leading edge, public administrative duties; work directly with, and provide assistance to, the Director of Library and Museum Services; serve as a member of the department's management team; oversee Library and Museum operations in absence of Director of Library and Museum Services.

SUPERVISION EXERCISED

Exercises direct supervision over supervisory, professional, technical, and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

The Library Services Manager may be assigned to oversee one or more service/program areas within the Library and Museum Services Department, as needed, which encompass the examples of important essential duties described below.

Oversees assigned projects, programs, and administrative support functions; manages the day-to-day operations of the Library, ensuring the effective and efficient implementation and completeness of departmental assignments.

Plan, direct, coordinate, and review the work plan for the Library; manage and participate in the development and implementation of department goals and objectives, policies, and priorities for the City and department; recommend appropriate service and staffing levels; recommend and administer policies and procedures; evaluate program and service effectiveness; meet with staff to implement the goals, objectives, and procedures within their divisions workplan and individual goals and objectives; identify and resolve problems; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures.

Serve as liaison for the department with other city departments, divisions, and outside agencies; negotiate and resolve significant and controversial issues.

Assists the Director of Library and Museum Services in the overall operation of the Library, including development and administration of policies, the departmental budget, funding and operational partnerships and plans of service; compiles, analyzes, and prepares studies and/or conducts comprehensive research for reports and related documentation.

Regularly informs the Director on services, collections, programs, staffing, proposed new programs, publicity, and services or problems and concerns.

Support Director on organization-wide projects and initiatives including lead/participate in innovative initiatives to bring positive and transformative change in an ever-changing, fast-paced environment.

May assume the role of acting director in the absence of the director.

May be assigned to assume responsibility and oversight of Cataloging and Acquisitions Services and implement best practices for Cataloging and Acquisitions with the customer and front line staff's need front and center.

May be assigned to assume responsibility and oversight of the Adult/Teen Services, Children's Services, Passport Services, and Account Services and implement best practices to encourage informational, digital and childhood literacy and lifelong learning.

May be assigned as the technology consultant and liaison with the administration team for the Library and Museum. Directs and/or participates in researching, procuring, supporting, implementing, maintaining, and developing new and emerging technologies and library and museum systems to support both the staff and the public. Answer questions, evaluate needs, assist with procurements, monitor service, and interdepartmental impacts; advise on problems and support technology education and understanding to ensure smooth conversion from one technology system to a new and improved system or a new service.

Resolve operational problems and supervise troubleshooting of technologies, library systems, and equipment.

May be assigned to assume responsibility for the Library's Integrated Library Services system, public technology, including troubleshooting and reports, and provide support to front line staff to research and implement new and emerging technology.

May be assigned to coordinate the Library and Museum's website design and content within the City's framework.

May be assigned to oversee the Library and Museum's maintenance and oversight of internal and external technology infrastructure, including public and internal networks, computers, printers, public Wi-Fi, and public computers and other new and emerging technologies for staff and public use.

May be assigned to liaise with the City's Information Technology Division to coordinate services for the Library and Museum and keep informed of citywide and Library and Museum Services specific technology related issues and new and emerging technologies.

Oversee assessment, selection, and development of technologies and resolution of technology issues and provide support to new and emerging technologies for the various divisions of the Library and Museum.

With direction, manage, develop, and administer fiscal division budgets, cooperatively provide fiscal management and forecasts for the departmental budget as assigned, and oversee spending within assigned budget allocations.

May perform administrative and accounting duties; oversees assigned division(s) purchasing; generates formal and informal bids, submits related reports and documentation in a timely manner. Researches special projects and issues; may research and develop new grant opportunities and participate in grant preparation and implementation; maintains receipts and budgetary expenditures.

Assist in planning and enforcing a balanced budget, allocating equipment, materials, and personnel in a cost effective manner.

Administers and directs fiscal divisions and comprehensive service center functions; evaluates and assesses current levels of service and service needs using a variety of experiential and quantitative methods; recommends and initiates new services and programs; administers the monitoring of expenditures to assure effective utilization of resources.

Interpret financial statements, cost accounting reports, and prepare cost estimates for time, materials, and equipment as needed.

Negotiate, draft, and administer contracts and agreements; seek approval for contracts; monitor purchasing and ensure compliance with City procurement standards, policies, and procedures; prepare bid documents and contract specifications; evaluate and monitor contractor and vendor performance; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary.

Select, train, supervise and evaluate professional, technical, clerical, and volunteer staff. Assign and prioritize work as needed. Understand and embrace public service goals and be able to determine and articulate how technology and retail business-related models can be effectively utilized to achieve those goals.

Establish rapport and maintain effective, professional, collaborative, and mutually productive relationships across the organization with staff, volunteers, the City and community at large; funding, operational, and other partners; and Library Board of Trustees, Museum Commission, City Council, and other public officials.

Within a major division of service of the Library and Museum Services Department, plans, organizes, and directs the operations, activities, facilities, programs, or special events.

Routinely attend City Council, Library Board, Museum Commission, Friends Board meetings, and other boards, commissions, and/or meetings as assigned.

Assist on public desk, outreach in the community, and participate in community-wide events.

May be assigned to direct the preparation and coordination of public outreach activities and materials; performs public relations functions between the City, the community, and various civic agencies and groups; expand and increase service delivery and promote services, collections, programs, as well as events, projects, and resources.

Respond to emergency and problem situations in an effective and timely manner.

Participate in emergency response management as assigned.

Operate a computer, and have intermediate familiarity with Microsoft Office, including Word, Excel, PowerPoint.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Identify and respond to community and library and museum issues, concerns, and needs.

Assess problems, analyze both anecdotal and quantitative data. Identify alternative solutions, project consequences

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Professional and technical expertise as it relates to the operational characteristics, services, and activities of a municipal library program.

Organizational and management practices as applied to the analysis and evaluation of library programs, policies, and operational needs.

Modern and complex principles and practices of services, collections, and program development and administration.

Advanced principles and practices of budget preparation and administration.

Principles of personnel supervision and sound personnel management, training, and performance evaluation.

Theories, principles, practices, methods, materials, and organizational arrangements common to the field of library science.

Principles of public administration.

Pertinent Federal, State, and local laws, codes, and regulations.

Safe driving principles and practices.

Skills:

Supervision: Planning, organizing, and coordinating own work and that of others; ability to delegate work and to monitor work after delegation; knowledge of and/or training in supervisory practices, individual coaching, and staff training, work planning and scheduling and performance evaluation. General knowledge of rules, applications, regulations, labor agreements, and policies and practices related to staffing; and workflow analysis and improvement

Operations Management: Work site and office management skills including supply and inventory management, budget management, office records and correspondence, public sector purchasing procedures, securing security services and similar administrative support functions.

Leadership: Leading the organizational culture and addressing key factors that influence successful organizational change and establishing and enforcing norms and/or behaviors in addition to processes through this process.

Relationship: Establish, maintain, and foster positive and harmonious working relationships internally and externally with citywide staff, including Library and Museum staff, stakeholders, contractors and vendors, and the community.

Communication: Excellent interpersonal communication skills, including the ability to interact and listen effectively with diverse Library patrons, staff, and the community at large; resolve conflicts amongst staff, between staff and patrons, and patrons between patrons; work effectively with other staff in a team setting, on projects, and in work groups, including planning and facilitating meetings. Must have excellent written and verbal communication skills as well as attention to detail and good time management skills.

Judgement and Initiative: Must be able to work independently and effectively with minimal supervision, understand and interpret a variety of complex oral and written instructions, exercise initiative and creativity in resolving problems, recognize and set priorities, and coordinate multiple on-going projects at the same time. Ability to lead and support staff in creating and maintaining a positive public services environment in challenging circumstances

Office Technology: Working familiarity with networked personal computers and intermediate skill levels in Microsoft Office applications, specifically Word and Excel, PowerPoint, email, and electronic file maintenance; basic skills retrieving information from the Internet; basic skills operating office equipment including photocopiers, printers, and fax machines.

Project Management: Knowledge and experience assisting with events or projects, including planning, scheduling staff, coordinating resources, evaluating and communicating needs and/or outcomes, monitoring progress, budgeting for staff or materials, and developing reports, informational materials and/or records.

Information Technology: Advanced knowledge of information technology, systems, technology products, and networking for delivery technologies; of principles of systems design; and of current and emerging developments in applications, electronic security, and communications, preferably in a public service and public computing environment.

Transportation: Operate a motor vehicle safely, and able to travel to and from community events, outreaches, City Hall, Library, and Museum.

Ability to:

Work a varied schedule that may change periodically, including weekends, evenings, and on-call.

Perform professional librarian level work, and work with frequent interruptions requiring maximum flexibility.

Represent the City in a variety of meetings.

Understand, explain, and apply policies and procedures, and develop/recommend new policies impacting department operations/procedures.

Plan, direct, and coordinate library services and programs; research and prepare complex reports on library related subjects; make decisions regarding operational and personnel functions.

Facilitate others' professional development, select, supervise, train, and evaluate staff.

Hold self, direct reports, and others accountable for achieving intended outcomes; model organizational values.

Respond to emergency and problem situations in an effective manner; analyze and resolve unusual situations through application of management principles and practices; deal constructively with conflict and develop effective resolutions.

Plan and enforce a balanced budget; interpret financial statements and cost accounting reports; operate programs and services within allocated amounts.

Communicate clearly, concisely, and effectively both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with the community at large, City Council, other public officials, and those contacted in the course of work.

Minimum Qualifications:

Experience:

Five years of direct library customer service and responsible professional library experience in a public library setting supervising a variety of staff, including three years of management and supervisory experience over a division within a public library such as Adult and Teen Services, Children's Services, Cataloging and Acquisitions Services, or Account Services.

Highly desirable experience includes: one year of experience with team-building to take groups in a new direction or leadership in a new project or program; evidence of experience providing strong mentoring and/or training experience with project management in a deadline driven environment; working within a limited budget, procedure and policy writing or implementation; experience working with diverse communities; familiarity with principles of de-escalation and specific experience employing those skills; interacting with people who are experiencing housing insecurity and individuals living with addiction or mental illness.

Training:

Equivalent to a Master's degree in Library Science from an American Library Association (ALA) accredited college or university. Additionally, a Master's in Public Administration or Business Administration is highly desired.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to perform work primarily in an office setting and in community meetings or environments offsite or outside in an outdoor setting for community outreaches, with some hectic, fast-paced, or demanding situations; encounters situations that involve behavioral issues; ability to perform work at a desk or computer terminal, subject to noise from office equipment operation; frequent interruptions and contact in person and on the phone.

Ability to sit and/or stand for prolonged periods; regular standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities; ability to lift, drag, carry, push and/or pull light to moderate amounts of weight up to 25 pounds; ability to travel to different sites and locations.

Effective Date: September 2001

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