

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Library 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, 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 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 Director and Assistant Library 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: Depending on division assignment, duties may include, but are not limited to, the following:

1. Supervise a specialized division of the Library.
2. Identify, research, and recommend the development and implementation of departmental goals, objectives, policies, and procedures related to assigned division to ensure optimal public service.
3. Analyze, manage, direct, and organize division activities and programs, including technical, management, and staffing operations; continually evaluate division efficiency and effectiveness of services; resolve work issues; and 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 and streamline work flow; and review and evaluate work products, methods, and procedures.
5. Monitor and manage division and assigned program budgets; evaluate and analyze resources needed to accomplish program goals and targets; monitor spending against budget; and assist in the preparation and administration of the Library budget.

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6. Recruit and recommend the appointment of personnel; provide or coordinate staff training; coach, mentor, and evaluate employees; implement discipline procedures; and recommend employee separations.
7. Develop and maintain effective relations with the community for the purpose of enhancing the Library's ability to provide needed services to the public; and positively resolve challenging and complex 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 customers at public service desks and electronically.
9. Research and recommend the feasibility and impact of new library technologies and systems; and direct the procurement and implementation of new technologies and applications to support the Library's strategic goals, services, and programs.
10. Act as the primary liaison with Information Technology staff, other City departments, vendors, and contractors on technology matters to represent the Library with regard to City Information Technology planning and operational support; resolve operational problems and oversee troubleshooting of library technologies; and coordinate software and hardware upgrades to existing technology systems.
11. Coordinate, plan, and develop procedures for the Library's social media presence in accordance with the City's social media policy.
12. 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.
13. 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.
14. Act as collection manager, ensuring that relevant Library materials are acquired in a timely fashion to meet community needs.
15. Oversee acquisitions, cataloging, and processing activities, evaluating and streamlining work flow.
16. Provide professional and administrative support to the Library Director and Assistant Library Director; compile, analyze, and prepare reports and related documentation; prepare relevant promotional materials; and act as project manager for specialized projects.

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17. 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; and model exemplary interpersonal skills.
18. Represent the department to outside agencies, vendors, and organizations; manage contracts and relationships; and participate in community and professional groups and committees.
19. Research, compile, and analyze Library activities and technical and administrative reports and prepare written correspondence.
20. Monitor and analyze Library service trends in literature and Best Practices and make recommendations for service enhancements/changes.
21. Act as the Assistant Library Director or Library Director as necessary.
22. 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, 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; and 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; and establish and maintain effective working relationships with those contacted in the course of work.

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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 American Library Association-accredited institution is highly desirable.

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

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: December 2022

HRD/CLASS SPECS
Library Manager