# CITY OF PULLMAN, WASHINGTON
# CLASS SPECIFICATION

## **LIBRARY DIVISION MANAGER -** YOUTH OR COMMUNITY SERVICES **1309**

GENERAL PURPOSE:
As a Library Division Manager in Community Services or Youth Services, provides professional library work in the development and delivery of quality library programs and collections for all age groups in the community. Performs related duties as assigned.

CLASSIFICATION SUMMARY:
Library Division Managers serve as members of the library's management team. As such, the Division Managers work closely with one another, the Library Director, area supervisors and staff work groups, as well as with the Library Board and local institutions to cooperatively develop library and divisional goals consistent with the overall mission of the Library. Employees in this class analyze and evaluate the needs of the community to provide library services that meet educational, informational and recreational needs. The primary function of the Library Division Manager includes planning and implementing services, managing collections and allocating resources. A position can specialize in youth services or community services. Work is performed independently under the broad direction and guidance of the Library Director, who reviews work for the quality of program implementation, services provided to patrons, and professional library standards.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Identifies and analyzes emerging community issues and needs to determine directions for related library services and collections; evaluates library services provided by the division and the library as a whole in order to improve services; determines the activities required to achieve objectives; organizes equipment, facilities and staffing needed to accomplish activities; develops annual work plan; establishes standards and implements procedures for reference and reader's advisory services and collection development; secures and allocates alternative funding sources such as gifts or grants; may serve as Library Director in the Director's absence.

Supervises division staff; plans, develops, and revises procedures for the unit; interviews and selects subordinate personnel; schedules and assigns activities to staff; evaluates staff performance; develops and updates training materials and procedures manual; provides orientation and work-related instructions; resolves personnel issues; establishes standards for library services; encourages staff development through training, workshops and conferences; schedules and conducts staff meetings to provide information and seek input on policies and procedures.

Provides leadership in community partnerships and serves on select committees working to provide optimal library services; collaborates with the school district, area daycare and preschool facilities, libraries, senior centers, Friends of the Library, Board of Trustees, higher education institutions, other City departments and a variety of other service groups and organizations as needs and opportunities arise.

Provides reference and reader advisory services to patrons; assists patrons in identifying and clarifying needs by asking questions in an enthusiastic and helpful manner; uses knowledge of library resources to obtain the appropriate resource which is understandable, useable, and acceptable; listens attentively to the child's expressed subject interests and needs, and selects materials which are appropriate in format and interest as well as comprehension level; delivers library services at various locations in the community. Plans, prepares, presents, and evaluates program activities for adult and youth groups; serves as liaison or resource support to others in program presentations; performs program publicity and public relations duties involving scheduling, developing, writing newspaper articles, and involving public presentations.

Selects, reviews, evaluates, replaces, and withdraws print and non-print materials as appropriate to maintain a collection which meets the needs of the community; identifies community needs by listening to problems as well as applying professional expertise; identifies resources available and purchases resources within assigned budget.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:
(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:
- The principles and practices of library and information science in the areas of reference, collection development, information delivery systems, cataloging and adult and youth services;
- The techniques used to plan, develop, implement, and evaluate library service programs;
- Management theory and supervisory techniques;
- Current reference materials and sources available for a small-medium sized public library.

Ability to:
- Effectively analyze program services, identify and write objectives, and determine implementation methods and resources;
- Assess needs and develop short- and long-range plans for library programs;
- Understand and abide by legal parameters in dealing with issues such as censorship, library use policies, fund raising and public relations;
- Effectively supervise the work of subordinate staff;
- Evaluate adult or youth library needs and to develop programs and collections to meet those needs;
- Listen actively and respond sensitively to elicit confidence and trust from those seeking reference/readers' advisory assistance;
- Develop, plan, implement and evaluate library projects, programs, services and collections;
- Determine budgets and allocate resources;

- Deal with the public in a calm, pleasant, and courteous manner;
- Communicate effectively and make effective presentations to small and large groups;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Establish and maintain effective working relationships with the public, library personnel and community organizations;.
- Work independently on many tasks at one time;
- Maintain flexibility in scheduling;
- Represent the library and provide leadership for professional, educational and community organizations;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:
(Persons applying for a position of this class should have any combination of the following experience and training.)

Applicants are required to have certification by the State Board for Certification, or the ability to obtain certification at the time of appointment, as required by R.C.W. 27.04.055. Certification may be obtained by 1) having a Masters of Library Science from an ALA accredited school, or 2) passing an examination given by the M.L.S. Three years of progressively responsible experience utilizing independent judgment in one or more of the following areas: collection management, cataloging, reference, supervision and programming for adults or children.

TOOLS AND EQUIPMENT USED:
Personal computer, computerized library information systems, multiple online databases and systems, copy machine, telephone, 10-key calculator, VCR, tape player, puppet theater.

WORK ENVIRONMENT:
(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. However, some travel to a variety of locations to perform work and/or attend meetings is required. Some physical exertion may be required to lift office supplies and library materials from overhead and from the floor. Sufficient vision or other powers of observation are essential to permit the employee to read and sort library materials, and supervise and evaluate the work of subordinate staff.

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.***

***The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

FLSA Class: Exempt
Adopted: 9/82 Revised: 9/91, 5/94, 6/99, 12/01