

LIBRARY DIVISION MANAGER

MAJOR FUNCTION

This is a professional, technical, supervisory position that provides strong, creative leadership to assure the effectiveness of library service within the Technical Services, Information Services, Children's Services, and Branch Services division. Staff assigned to this classification perform the essential functions as outlined herein according to the functional area of assignment.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Coordinates activities of the division which includes providing reference services to the public, providing reader's advisory services, assisting and instructing the public with the use of all public service equipment and software, scheduling staff, implementing programming, coordinating development of the material collections throughout the library system, coordinating the maintenance of the collection for the headquarters library, ensuring the timely provision of cataloged and processed material, providing interlibrary loan functions, providing library courier service, keeping statistics, and producing reports on the activities of the division.
- Coordinates collection development of circulating and reference materials by reviewing professional journals, publishers catalogs, online reviews, reference materials, and movies, TV shows, and magazines geared to the age group; evaluates donated material; assigns weeding projects; meets with vendors to select materials; and makes decisions on the number of items to be purchased. Evaluates vendor performance. Maintains budgetary and overview responsibilities for these collections but delegates actual collection management duties to staff trained in approved techniques for acquisition, evaluation, weeding, and inventory of the collections.
- Coordinates, through consultation, planning, presentation, and evaluation, the delivery of a diverse and relevant schedule of programming. Assures that programs are conducted outside the library environs as well as within the library. Develops partnerships with other agencies. Collaborates with local educational institutions to meet student's learning needs.
- Participates in community and professional activities directly related to the Division. Serves as a resource person for branch staff, schools, home schoolers, and others. Promotes awareness of the activities and services of the division. Identifies, evaluates, and implements appropriate service enhancements to continually improve the effective and efficient delivery of library services.
- Assists the public with their information, readers' guidance, and reference needs both in person, by mail, electronically, and by telephone. Assists the public in the use of public service equipment. Answers in-depth research questions.
- Provides general assistance and basic instruction to patrons on the use of computers, email, word processing, use of the Internet and related electronic resources.
- Provides systems for tracking and reporting any range of Division operating statistics; reviews and analyzes data, anticipates and reports on trends, and recommends actions to respond to areas of concern.

LIBRARY DIVISION MANAGER

- Coordinates maintenance of the bibliographic database; performs original, contributed, and copy cataloging for library materials in all formats utilizing the Anglo-American Cataloging Rules, Library of Congress Subject Headings, Dewey Decimal Classification System, and the MARC format.
- Maintains name and subject authority records; searches bibliographic utilities; reviews work of staff, resolves cataloging errors, database problems; and maintains currency on latest cataloging rules and interpretations by attending workshops and monitoring email mailing lists.
- Demonstrates leadership through departmental staff meetings, through design and support of staff training opportunities, coaching, analysis, and management of work processes and procedures, and through effective communication.
- Participates in interviewing, selection, and training of staff. Conducts performance appraisals. Counsels staff in an effort to forestall or resolve personnel issues and disputes.
- Responsible for preparing and assisting in the preparation of an annual budget, statistical report of quarterly surveys, and for completing a monthly activity report for the Library Advisory Board.
- Through consultation and collaborative work efforts, initiates, influences, and participates in the recommendation and implementation of policy, procedures, projects and plans.
- Communicates activities, programs and priorities. Facilitates effective communications and cooperation between branches, divisions, and/or work units as applicable to functional area of responsibility.
- Monitors quality, condition and organization of collections materials where applicable to functional area under charge.
- Monitors quality and condition of equipment and buildings assigned to functional area; reports related issues and recommendations for corrective actions accordingly.
- Stays abreast of developing trends in public librarianship. Assists in the creation and implementation of short and long range programs and projects.
- Maintains and promotes the characteristics of excellent customer service in assigned area of responsibility. Ensures that the library meets the needs of all library users. Conveys a warm, yet respectful and un-patronizing attitude toward library users. Listens carefully, asks questions, as necessary.
- Interprets, communicates, and carries out policies, procedures, and established practices of the Marion County Public Library System. Resolves customer concerns.

SECONDARY FUNCTIONS

- Performs opening and closing duties, including lock-up procedures and floor duty.
- Visually reads Library shelves to maintain proper Dewey decimal order; manually shifts materials as required to maintain the proper quantity of materials on the shelf.

LIBRARY DIVISION MANAGER

- Troubleshoots public service equipment. Diagnoses and reports equipment problems.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, media, vendors, regional and state library colleagues, and customers of the department. Service is provided in person, by mail, electronically, or by phone contact.

SUPERVISION

Responsible for directly and regularly supervising work of a small to moderate size staff of employees (five to fifteen), with indirect supervision. On a rotating basis, supervises the library in the absence of the Director and Assistant Director. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience.

Master Degree in Library Science from an ALA accredited institution. Five years successful, practical, professional public library experience, at least two years supervisory experience; or an equivalent combination of considerable training and experience. Children's Coordinator requires educational or employment emphasis on public library children's services. Technical Services Coordinator requires two years cataloging experience.

Licenses.

Possession of a valid Florida Driver License.

Certifications.

Master Degree in Library Science from an ALA accredited institution.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret common scientific and technical journals, financial

LIBRARY DIVISION MANAGER

reports, and legal documents.

- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches/articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.

Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities

- Demonstrated strong interpersonal communication skills, as well as effective oral and written presentation skills required.
- Ability to understand, follow and issue oral and written instructions. Ability to describe or explain verbally or in writing information, concepts, ideas, or instructions to others.
- Ability to write well-documented training materials. Ability to pay very close attention to detail to accomplish technical, precise work.
- Knowledge of, familiarity with, and ability to apply standard library principles, methods, materials, and practices. Knowledge of and the ability to apply the theory and objectives of a public library system.
- Ability to perform research using a variety of searching methods and tools.
- Technical Services: Ability to use Anglo-American Cataloging Rules, 2nd Ed. Library of Congress Subject headings, MARC records, and the Dewey Decimal classification system. Substantial knowledge of principles and practices of bibliographic control, including name and subject authority records. Ability to maintain name and subject authority records. Ability to apply knowledge of alphabetical, numerical, and library filing systems.
- Proficiency in the use of current personal computer technologies, e.g., Internet research, word

LIBRARY DIVISION MANAGER

processors, spreadsheet applications, database management programs, desktop publishing software, email.

- Ability to learn and use specialized computer software and hardware.
- Knowledge of and ability to use electronic information delivery systems, including but not limited to the library OPAC and electronic databases.
- Ability to develop and utilize advance search methodologies.
- Familiarity with titles, and the ability to use and instruct in the use of reference sources and computer databases, including the Internet.
- Knowledge of literature and the ability to share this knowledge. Knowledge of reader tastes and interests and the ability to recommend appropriate titles.
- Ability to work a flexible schedule which includes days, evenings, or week-ends.
- Ability to function independently of constant, direct supervision. Ability to use independent judgment to resolve concerns.
- Ability to think creatively, gather data, and develop recommendations, changes, or solutions.
- Ability to direct and supervise library personnel, volunteers, and community service workers, including training, evaluating, and counseling staff.
- Knowledge of automated library systems, including the use of computerized cataloging system, online public access catalog, computerized circulation and others.
- Ability to set priorities and meet multiple deadlines. Ability to adapt to interruptions, changes, and shifting needs without losing efficiency, effectiveness, or composure.
- Demonstrated positive support/service attitude to meet, communicate with, and serve the public effectively. Ability to deal with others in a courteous, professional, and tactful manner.
- Ability to establish and maintain an effective working relationship with co-workers and the general public.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer with printer, calculator, telephone, TTY, fax machine, copy machine, cassette player, VCR, bar-code scanner, microfiche/film reader/printer, and other general office and library equipment in the completion of the tasks of the position.

LIBRARY DIVISION MANAGER

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, and talk or hear. The employee is frequently required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee is occasionally required to lift more than 25 pounds, and push/pull 100 pounds or more. The noise level for this job is moderate. Special vision requirements are close, distance, color, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will regularly be exposed to fumes or airborne particles, and toxic or caustic chemicals. Branch Services and Technical Services: exposed to work near moving mechanical parts, outdoor weather conditions, extreme hot or cold, risk of electrical shock, risk of radiation, and vibration. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

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