

City of South San Francisco
Human Resources Department

Library Program Manager I/II
Class Description

Definition

Under general direction, plans, organizes, manages, supervises and coordinates library-wide activities covering core library services in technical, public, and literacy service areas. Incumbents work under the general direction of the Library Director or senior library staff and exercise direct supervision over supervisory, professional, technical, paraprofessional and clerical staff. Incumbents in this class may serve as Library Director in the department head's absence; may function as the Library's project manager for specialized projects; and perform related work as required.

Distinguishing Characteristics

The Library Program Manager is a professional managerial position requiring the possession of a high degree of technical knowledge and supervisory responsibilities and is characterized by the comprehensiveness and complexity of the programs administered. An incumbent in this classification demonstrates strong professional, service-oriented leadership and interpersonal skills. The Library Program Manager I is the entry-level classification within the series, and distinguished from the Library Program Manager II in that the duties do not require a Master's degree in Library Science. A Library Program Manager I may promote directly to a Library Program Manager II upon obtaining the requisite qualifications, subject to availability of authorized positions and Library Director approval.

Typical and Important Duties

Library Program Manager I and II

1. Manage, direct and organize activities of major library programs which may include the public and technical aspects of Library programs, collections and services; community outreach and services including literacy; and administration of the automated library system and specialized library equipment and software.
2. Supervise assigned staff by scheduling, assigning and prioritizing work; provide for coaching and training; conduct performance evaluations; take or recommend actions regarding hiring, promotion, time off, and discipline.
3. Coordinate assigned functions with other Library operating units, Peninsula Library System members, other library systems, and the City.
4. Assess long term library service needs and interests of the community; manage the development of programs, resources, and systems to meet these needs, including the identification, submittal, supervision and administration of grant programs.
5. Direct the promotion of patron usage of facilities, equipment and involvement in programs through a proactive, customer-focused approach to services and programs; apply the principles of good customer service and instill it in staff members.
6. Plan and implement the Library's computer system; provide for maintenance and staff

training.

7. Plan, develop, and implement library goals, objectives, policies and procedures.
8. Respond to and resolve difficult, complex and sensitive patron complaints and inquiries;
9. Monitor and determine budgetary needs and expenditures; monitor work flow to determine the most efficient and effective assignment of personnel.
10. Maintain records, prepare reports, and compile statistical information.
11. Manage contracts and service agreements for library materials, equipment service vendors, consultants, program performers, and community partners.
12. Provide for patron orientation and training on the use of library materials, equipment, software and online services.
13. Manage equipment and facilities, including planning for technological change.
14. Represent the Department on City, Library system, community-based, regional and statewide committees and at meetings, as appropriate; plan and conduct community and staff meetings, focus groups and workshops.
15. Supervise and participate in making community contacts and establishing good connections and partnerships with local schools, businesses, community groups and organizations.
16. Direct and/or perform work concerning the cataloging, classifying and processing of library materials.
17. Support and implement City Core Values and goals.
18. Perform related duties and responsibilities as assigned.

Library Program Manager II only

1. Manage, direct, and organize library collection development, including materials selection, acquisition, and cataloguing.
2. Provide professional, second-level reference and research assistance.
3. Manage, direct, and supervise professional Librarian staff.
4. Serve as the Library Director in the department head's absence, as assigned.

Job Related and Essential Qualifications

Knowledge of:

- Contemporary Library principles, practices, and procedures.
- Technical processes including the acquisitions and circulation of library materials.
- Library materials in various formats – books, databases, media, e-Books – and related collection development processes and services to the public.
- Information technology and computer applications in library and office operations, including new technologies.
- Principles and practices of budget development and administration.
- Principles of employee supervision, training, and personnel management as well as effective utilization of volunteers.
- Facilities management.
- Principles and practices of project management, administrative analysis, and report preparation, including grant writing, administration and fiscal oversight.
- Principles and practices of public administration and human resources policies, procedures,

practices.

- Techniques for effectively interacting with City staff, representatives of other agencies, organizations, and the public, and resolving problems tactfully and effectively.
- Applicable federal, state, and local laws, regulations, and reporting requirements, including related safety regulations.

Ability to:

- Effectively plan, organize, and manage the work of Library programs and divisions in a cost effective and timely manner.
- Analyze, interpret, and apply information, choose among alternative courses of action and arrive at a recommendation.
- Acquire a thorough knowledge of community needs and interests, and of resources available to meet them.
- Understand and implement laws, regulations, policies, and procedures.
- Plan, supervise, direct, and evaluate the work of subordinate staff.
- Communicate effectively, both orally and in writing.
- Prepare clear and concise written reports.
- Acquire a thorough knowledge of Library policies and a working knowledge of applicable City policies.
- Develop and implement improvements to systems, organization, and operations within the Library.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.
- Take a proactive approach to customer service.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using office related computers, software, equipment, the Internet, and other library technological resources.
- Some positions require skill in speaking and writing fluently in English and a second language

Experience and Training

Library Program Manager I

A combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of progressively more responsible professional library experience, with two years in a supervisory capacity and

Training:

A bachelor's degree from an accredited college or university in library science, public

administration, or related field.

Library Program Manager II

In addition to the qualifications for Library Program Manager I, a Master's degree in Library Science (MLS) from a college or university accredited by the American Library Association is required.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, to train, and to make public presentations; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Mobility to work in a typical office and library setting.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or participation in specific projects or programs.

Additional Information:

- Approved: July 1997
- Revised Date: August 1998, June 2003, March 2013, October 2023
- Former Titles: Library Program Manager
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: Library Program Manager I - M230, Library Program Manager II - M235