

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SUPERVISOR, LIBRARY SERVICES

DEFINITION

Under general direction, plans, organizes, manages, administers, coordinates and reviews the work of staff performing support related to programs and activities of library services and operations; manages the effective use of the library resources to improve student learning and services; provides responsible support to library faculty in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean, Instructional Support Services. Provides direct and general supervision to assigned staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification responsible for managing the services and activities of library services and its assigned staff. Responsibilities include performing diverse, specialized, and complex work involving accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean, Instructional Support Services in a variety of areas. Successful performance of the work requires experience, as well as, skill in coordinating departmental work. This class is distinguished from the Dean, Instructional Support Services in that the latter has overall management responsibility for District-wide instructional programs, services, and activities.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, manages, and oversees the District's library services functions and activities, including circulation, periodicals, multi-media and technical processing services.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for library services functions and programs; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
3. Selects, trains, motivates, and evaluates assigned classified staff; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations.
4. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of improvements.
5. Serves as a liaison for library services with the librarians, other District departments, divisions, and outside agencies to ensure efficient, effective and consistent operations; provides information regarding Library Services programs, projects, and services.
6. Develops and recommends and administers operational policies and procedures; and ensures compliance with Federal, State, and District Public Library laws, rules, and regulations.
7. Manages and participates in the development and administration of the department's annual budget; directs the forecast of funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

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8. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
9. Identifies and anticipates changing instructional support needs or library best practices and develops plans, services, and programs to address these changes.
10. Plans, organizes, and oversees the implementation and maintenance of automated library functions; creates, monitors, and maintains a variety of library system administrative reports to back up library data; collaborates with Information Technology staff to resolve software issues; coordinates software upgrades and training with vendor representatives, Institutional Technology, faculty, and classified staff.
11. Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
12. Maintains and directs the maintenance of working and official departmental files.
13. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work methods and procedures.
- Principles and practices of library policies, programs, program planning and implementation, systems development, and library operational trends and practices.
- Principles, practices, characteristics, and activities of library services and technology including, but not limited to integrated library database systems, the Internet, technology planning, technology vendor relations, requests for proposals, database licensing, and other applications of technology..
- Principles, practices, methods, equipment including a variety of multi-media, and materials used in the provision of library services.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

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16. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned program.
17. Provide leadership and direction for the assigned unit.
18. Develop and monitor budgets and effectively utilize resources.
19. Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
20. Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
21. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
22. Effectively administer library services programs, projects, events, and activities.
23. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
24. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
25. Maintain accurate databases, records, and files.
26. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
27. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
28. Use English effectively to communicate in person, over the telephone, and in writing.
29. Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
30. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

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

Equivalent to a bachelor's degree from an accredited college or university with major coursework in library science, business or public administration and three (3) years of increasingly responsible experience in planning and overseeing library operations including supervisory experience.

LICENSES AND CERTIFICATIONS:

Possession of and ability to maintain a valid California Driver's License.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as to work in the field; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach,

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push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees partly work in an office environment and partly work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

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