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| **MANAGER, LIBRARY OPERATIONS**  |
| **Reports to:**  | Dean, Academic Information Services |  |  |  |
| **Dept:** | Library Operations |  | **Range:** | 36 |
| **FLSA:** | Exempt |  | **EEO:** | Executive/Administrative/Managerial |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under direction, supervise and coordinate daily operations of the library; participate in the devel­opment, interpretation and administration of library policies, procedures, issues and activ­ities; collaborate with Academic Information Services staff and library faculty to provide a variety of library services for the MiraCosta College community at all district sites; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below 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 this class.*

1. Plan, organize, control, integrate and evaluate the work of assigned staff; with super­visors and staff, develop, implement and monitor work plans to achieve goals and objec­tives; contribute to the development of and monitor performance against the annual depart­ment budget; supervise and participate in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
2. Manage the performance of Library Operations staff; interview and select new staff; establish perform­ance requirements and personal development targets; regularly monitor performance and provide coaching for performance improvement and development, in accordance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving the department’s and district’s mission, objectives and values.
4. Develop, interpret, evaluate and implement library policies in consultation with the Dean and library faculty; monitor and evaluate operations in both the Public Services and Technical Services areas of the library; ensure the uniform application of library policies and procedures at all district library sites.
5. Oversee the daily operations and work assignments of library classified staff, campus aides and student workers at all district sites; coordinate and schedule activities of all classi­fied staff within the library and with outside departments to accomplish departmental goals.
6. Facilitate communications between Library Services classified personnel; serve as liaison to librarians to develop and maintain efficient, effective and consistent operation of the library at all district sites.
7. Recruit, interview and recommend hiring, provide training, develop work schedules, supervise and evaluate work performance for assigned classified staff, campus aides and student workers; create and track online personnel requisitions; create and maintain HourTrack database for student and temporary hourly workers; evaluate and supervise volunteers.
8. Establish and monitor the budget for library student workers and temporary workers; monitor library collection material, contract services, equipment, furniture and supply budget expen­ditures in collaboration with the Chair of the Library Science Department; ensure correct account coding for all budget expenditures; establish and monitor fiscal year contract purchase orders for eResources, library systems and equip­ment maintenance.
9. Coordinate with librarians to monitor and evaluate acquisition, circulation and cataloging procedures and technologies to achieve and maintain efficient operations within established academic library policies; maintain and revise library procedures manual in collaboration with other library staff; ensure compliance with U.S. copyright law guidelines for libraries and the Americans with Disabilities Act.
10. Collaborate with the Bursar’s office to develop and maintain library business practices compliant with current Student Administration and Student Financials software parameters; collaborate with both Purchasing/Material Management and Accounts Payable staff to establish library acquisition practices compliant with Financials software parameters and district guidelines; establish blanket purchase orders for library materials purchases.
11. Maintain, troubleshoot and upgrade information technology in the library; create, monitor and maintain a variety of daily library system administrative reports to back up library data; collaborate with appropriate Academic Information Services staff regarding issues with SirsiDynix software; coordinate software upgrades and training with vendor representatives, Technical Services and Electronic Resource Librarians, and Academic Information Services support staff.
12. Collaborate with appropriate Academic Information Services staff regarding issues with RFID Intelligent Library System security and the RFID security network; coordinate server and equipment software and hardware updates with vendor representatives and Academic Information Services support staff; troubleshoot issues and contact vendor regarding system maintenance and repairs; serve as liaison to staff from other libraries regarding RFID library systems installation and performance.
13. Monitor the physical space limitations of the print and audio-visual library collections at all district sites; consult with the Collection Development Librarian regarding developing, organ­izing, shifting, weeding, moving or otherwise amending areas within library collec­tions; ensure correct utilization of both the Library of Congress (LC) Classification System and the Alpha-Numeric System for the Classification of Recordings (ANSCR).
14. Create, monitor and maintain a variety of statistical reports on a monthly and annual basis; provide annual library statistics for a variety of surveys, including the California Academic Library Report, Association of College and Research Libraries Survey, and the Integrated Postsecondary Education Data System.
15. Coordinate with Business Analysts and Application Developers to schedule and maintain user database downloads for students, staff and faculty; monitor downloads daily, trouble­shoot and confer with Admission and Records and Human Resources staff to resolve user record issues; monitor library user load into current lab-use tracking database.
16. Confer with other Academic Information Services managers to ensure reliable technical support for library staff client/server software, library Webcat, RFID Intelligent Library System security-related systems, audio-visual equipment in library public spaces, public area internet library catalog kiosks and research labs.

### OTHER DUTIES:

1. Resolve building, equipment, personnel emergencies, safety or patron issues in the library; create and track requests in the online Employee HelpDesk software; develop strategic planning proposals for library department and Library and Information Hub buildings.
2. Develop procedures and design forms to offer a variety of library services to NCHEA reciprocal borrowers, Friends of the Library, FLS students, ELCSI students and community patrons; serve as a resource for the Library Advisory Committee and the Friends of the Library Committee.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Library of Congress Classification System.
2. ANSCR Classification System.
3. MARC 21 bibliographic record structure.
4. OCLC web-based interfaces.
5. RFID technology.
6. Online Student Administration and Financials software products.
7. Online strategic planning software.
8. State of California categorical funding guidelines.
9. Academic library policies and procedures and academic copyright compliance guidelines.
10. District library policies and procedures.
11. District purchasing and materials management policies and procedures.
12. Audio-visual equipment.
13. Current SirsiDynix software.
14. Microsoft Office Suite, including Word, Excel, Publisher and Outlook.
15. ADA compliance guidelines.
16. Database structure and management.
17. Interpersonal skills using tact, patience and courtesy including telephone techniques.
18. Applicable federal, state and local laws, rules and regulations.
19. Principles and practices of sound business communication.
20. Principles and practices of public administration, including budgeting, purchasing and maintaining public records.
21. Research methods and analysis techniques.
22. Principles and practices of effective management and supervision.
23. District human resources policies and labor contract provisions.
24. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Design, prioritize, oversee and evaluate work flow in a library setting.
2. Plan, organize, manage, assign, delegate and review the work of classified library staff.
3. Train, schedule and evaluate the work performance of assigned personnel.
4. Resolve conflicts and solve problems in a professional manner.
5. Understand, interpret and explain established library policies and procedures.
6. Coordinate with library faculty and department dean to create and develop library operations policies and procedures.
7. Work collaboratively with members of the Library Department and other departments to provide a variety of library public services.
8. Work independently with little direction.
9. Monitor department collection material, supplies, and hourly personnel budget expenditures.
10. Consult with vendors and provide recommendations for library equipment and software purchases.
11. Assist students and others in use of Library and Information Hub materials and equipment.
12. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
13. Organize, set priorities and exercise expert independent judgment within areas of responsi­bility.
14. Develop and implement appropriate procedures and controls.
15. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
16. Communicate effectively, both orally and in writing.
17. Represent the district effectively in dealings with other college library systems, vendors and community groups.
18. Present proposals and recommendations clearly, logically and persuasively
19. Operate a computer and standard business software.
20. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
21. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
22. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor’s degree, and at least four years of directly related work experience, three years of which was in a supervisory capacity; or an equivalent combination of training and experience. A master’s degree in Library Science and experience in a college library system are preferred.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

All permanent and hourly classified staff in library Public Services and Technical Services areas, student workers, campus aides, volunteers and other assigned personnel.

**CONTACTS:**

Faculty, students, staff, administrators, community patrons, general public, vendors and staff at other libraries/learning resources centers.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily an indoor library and information hub environment; occasional to frequent contact with and interruptions by individuals in person, by phone or email; intermittent exposure to indivi­duals who act in a disagreeable fashion; work assignment may include evening and weekend hours on an as-needed basis. Occasional local travel may be requested.