

LEGEND:

*Additions*

~~Deletions~~

Approved October, 2013

*Proposed November, 2018*

**CITY OF SANTA CLARA, CALIFORNIA**  
**LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER**  
(534)

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

- Possession of a Masters Degree in Library/Information Science from a college or university accredited by the American Library Association; and
- Three (3) years of increasingly responsible professional library *experience, two (2) years of which must have been performing duties similar to a Librarian I for the City of Santa Clara.* ~~experience in a specialized program, such as cataloging, outreach/senior services, local history, reference, and/or youth services, including experience with standard reference sources, classic literature, popular genres, and current publishing trends for all age groups~~

**Desirable Qualifications:**

- Experience supervising professional, paraprofessional, page, or volunteer staff, scheduling staff and coordinating the work of others, and /or managing a significant project
- ~~Qualifying experience in a specific program may be required in accordance with the department's needs~~

**LICENSE**

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

**DISTINGUISHING CHARACTERISTICS**

The Library Program Coordinator is the supervisory level classification in the Librarian series. ~~The Library Program Coordinator is distinguished from the Librarian II in that the former is responsible for a specialized program such as cataloging, outreach/senior services, local history, reference, and/or youth services.~~ This class is part of the Library Management Team and is responsible for coordinating ~~staff~~ activities, collections, and/or computer services, and assigning, reviewing, and supervising the work of library staff *at a branch library.*

**TYPICAL DUTIES**

Duties may include, but are not limited, to the following:

Under *general* direction:

- ~~Assesses user needs; s~~Supervises provision of a full range of reference and information services to patrons *of all ages, both in person and by telephone, using a full range of print, online, and electronic resources, ensuring effective use of collections; answers reference questions; responds to community service and information needs*



## LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)

- ~~Monitors developments in the library profession and specialized program~~
- Represents the library and participates in local and professional associations, groups, organizations, committees, and ~~at~~ meetings
- Participates in the development and implementation of ~~written~~ library ~~and program~~ goals and objectives, budgets, policies and procedures, and interprets them to the staff and public
- Analyzes library operational procedures and makes recommendations for improvement
- Plans, develops, coordinates, and evaluates program projects, *services, and projects for patrons of all ages; coordinates with other library divisions; assigns work activities and projects to staff and monitors work flow*
- ~~Participates in the development of individual and program work plans~~
- ~~Coordinates activities with other divisions in the library~~
- ~~Participates in budget preparation and administration~~
- ~~Prepares cost estimates for recommendations and justifications for budget items~~
- ~~Monitors and controls expenditures~~
- ~~Plans with staff the best use of resources~~
- Maintains records and prepares reports, computer data, special studies, and correspondence
- Prepares publicity, displays and bibliographies
- Performs reference and reader's advisory, cataloging, collection development, and programming for library patrons of all ages
- Coordinates and schedules work of library staff and coordinates unit projects
- Evaluates, selects, and solicits new and existing materials for selection and de-selection to the collection *and assists with classification*
- Assists with the classification and cataloging of materials
- Develops policies and procedures to maintain the collection and provide effective service
- Participates in the selection of personnel
- Schedules, trains, supervises, and evaluates staff *and volunteers* assigned to the program
- Works with employees to improve performance by setting individual and team goals
- Fosters an environment of teamwork within the division and throughout the library
- Ensures consistency of service standards
- Resolves conflict among team members
- Plans and conducts regular staff and/or committee meetings
- ~~Serves as a member of the Library Management Team~~
- ~~Performs other related duties as assigned~~ *Assists in the preparation, submittal, and administration of the annual department budget*

~~Positions assigned to certain programs may also be required to perform the following additional duties:~~

- Selects, organizes, and preserves print and non-print materials related to the Santa Clara local history
- Coordinates the digitization of photographs and other archival material
- ~~Provides services for children, young adults and their families and teachers~~
- ~~Participates actively and personally in story hour and school visits~~
- ~~Catalogs and classifies book and non-book material using an online computerized cataloging system~~
- *Performs other related duties as assigned*



## LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)

- ~~Maintains library materials information utilizing databases~~
- ~~Performs authority control work~~
- ~~Coordinates senior programs and services to homebound patrons~~
- ~~Provides reference services and research assistance for adults and students~~
- ~~Coordinates adult programs and classes on Internet, online catalog, and database use~~

### KNOWLEDGE, SKILLS, AND ABILITIES

#### Knowledge of:

- Public library principles, organization, objectives, trends, materials, services, and practices
- Standard reference sources, *interviewing techniques, strategies, and tools*, classic and popular literature, current publishing trends, and current developments in service delivery, ~~as appropriate to the specific Coordinator position~~
- Community information and recreation needs for library materials
- Budgeting procedures, accounting practices, and computerized financial systems
- Computerized bibliographic databases and searching techniques, online public access catalogs, and integrated library systems
- ~~Reference interviewing techniques, strategy, and tools~~
- Adult, *young adult, and* children, ~~and young adult~~ literature and materials
- Principles of selection, de-selection, and evaluation of library collections
- Principles and practices of *supervision*, team building and participative management
- Publishers and vendors of library materials in varied formats
- Resources and strategies for performing difficult reference and research work
- *Office safety practices, procedures, and standards*
- ~~Library's intranet and internet services, including the library website, online resources, and social networking activities~~
- ~~Windows-based operating systems and standard office software~~
- ~~Computer peripheral devices and audio-visual equipment~~
- ~~Innovative Interfaces Millennium applications~~

#### Ability to:

- Develop and apply library policies and procedures and other professional knowledge to the practical problems of the position
- Analyze and respond to community interests and concerns regarding library collections and services
- Plan and create library programming and promotional materials
- Learn and utilize computer applications and systems in a library setting
- Troubleshoot routine technology problems, and recognize and report complex problems to the appropriate staff member
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- ~~Prioritize work and demonstrate leadership~~
- Respond to requests and inquiries from the general public in a tactful, courteous, and effective way
- Exercise independent and sound judgment, particularly in stressful situations
- ~~Train, evaluate, and s~~Supervise, *train, assign, evaluate, and lead the work of* professional, paraprofessional, page, and volunteer staff
- ~~Assign, plan, and organize the work of professional, paraprofessional, page, and volunteer~~



## LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)

- staff
- Maintain confidentiality regarding sensitive information
- ~~Listen effectively~~
- ~~Express oneself clearly and concisely~~ *Communicate effectively*, both orally and in writing
- Establish and maintain *cooperative* ~~effective~~ working relationships with those contacted in the course of work, *including the general public*
- Work in a team-based environment and achieve common goals
- Exercise tact and maintain poise in resolving disputes and differences arising with the public and employees
- ~~Achieve common goals and work in a team-based environment, encouraging cooperation and shared responsibility among staff~~
- Bend, stoop, reach, carry, crawl, climb and lift *up to 25 pounds of static weight* as necessary to perform assigned duties
- Walk or stand for extended periods of time
- ~~Perform physical tasks, such as lifting and moving library materials and equipment weighing up to 25 lbs., stooping, reaching, kneeling, and walking up and down stairs~~

~~In addition to the Knowledge, Skills, and Abilities listed above:~~

### ~~If assigned to the Cataloging program~~

~~Knowledge of:~~

- ~~Standard cataloging codes and tools, such as AACR2, MARC formats, LC Subject Headings, and Dewey Decimal Classification~~
- ~~Cataloging with an online automated system~~
- ~~Principles of cataloging and classification of book and non-book material~~
- ~~Database maintenance and authority control~~

### ~~If assigned to the Outreach/Senior Services program~~

~~Ability to:~~

~~Identify and communicate with specific populations who would benefit from library outreach services~~

~~Identify clients with special needs as a basis for designing and implementing services, following the Americans with Disabilities Act (ADA) and state and local regulations as appropriate~~

### ~~If assigned to the Local History program~~

~~Knowledge of:~~

- ~~Principles and practices of archival and local history cataloging, preservation, and organization~~

~~Ability to:~~

- ~~Conduct outreach and establish working relationships with local historical organizations~~

### ~~If assigned to the Reference program~~

~~Knowledge of:~~

- ~~Specialized reference resources, including medical, legal and business resources~~
- ~~Principles of effective reference service and readers' advisory to ensure full customer service~~

~~Ability to:~~

## LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)

- ~~Navigate and teach the use of the Internet and online resources for reference and research~~

~~If assigned to the Youth Services program~~

~~Knowledge of:~~

- ~~Childhood development and learning stages; public performance techniques, including storytelling and book talking~~
- ~~Children and young adult literature and materials~~

### SUPERVISION RECEIVED

Works under the direction of ~~a Library Division Manager~~ *the City Librarian and Assistant City Librarian.*

### SUPERVISION EXERCISED

Supervises professional, paraprofessional, clerical, page, and/or volunteer staff as assigned. ~~May act as Library Division Manager in his/her absence.~~

### OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment.
- May be required to work evenings and weekends.

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## **LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)**

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- Assists with the classification and cataloging of materials
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- Fosters an environment of teamwork within the division and throughout the library
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- Resolves conflict among team members
- Plans and conducts regular staff and/or committee meetings
- Assists in the preparation, submittal, and administration of the annual department budget
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- Participates actively and personally in story hour and school visits
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

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- Principles and practices of supervision, team building and participative management
- Publishers and vendors of library materials in varied formats
- Resources and strategies for performing difficult reference and research work
- Office safety practices, procedures, and standards

#### **Ability to:**

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## **LIBRARY PROGRAM COORDINATOR – BRANCH MANAGER (continued)**

- Exercise independent and sound judgment, particularly in stressful situations
- Supervise, train, assign, evaluate, and lead the work of professional, paraprofessional, page, and volunteer staff
- Maintain confidentiality regarding sensitive information
- Communicate effectively, both orally and in writing
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
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