

LIBRARY COMMUNITY SERVICES MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is responsible managerial, administrative and professional work in planning, directing, coordinating and evaluating comprehensive community public library services. Work involves responsibility for development and planning of effective library services to the public, with emphasis on specialized areas such as branch library services and facilities, including direction and oversight of community collaborations and youth and adult programs, and on library-wide information/reference services, on-line and electronic library services, and centralized support services for the Library and the South Central Library System. The work is characterized by application of independent judgment and discretion in a wide variety of assigned administrative and program areas. Under the general direction of the Library Director the position plays a key role in the overall management of the Library.

Examples of Duties and Responsibilities:

Establish and oversee development of comprehensive program and service goals and objectives for community libraries, services to children, centralized library services, and general reference and information services. Lead continuing programs of improvement and innovation. Provide consultation pertaining to services, facilities, and the customer experience. Oversee the virtual reference program, AskAway. Direct growth and continued development of the Library's internet presence, including the public web site, the library's intranet and the digitization of local resources. Oversee the Library's web-based public information and promotional efforts, including the internal communications program. Provide updated equitable public access to the internet, including technical support, at all Madison's public libraries. Manage the seven county system-wide interlibrary loan program. Coordinate staff time and priorities for professional staff responsible for developing Madison Public Library's book and media collections. Oversee Home Services.

Plan, program and oversee design and services for new facilities development and library remodeling. Plan for current and future space use. Allocate collection spaces and organize services at libraries.

Oversee recruitment, hiring, training, evaluation and development of staff serving patrons of the Library. Provide lead support for the Management Bargaining Team and for oversight and implementation of Local 60 Library contracts. Develop library-wide policies and procedures for ensuring a safe and welcoming environment for patrons and staff at all library facilities.

Lead new and continuing citywide library outreach programs and collaborative partnerships, programs, services and relationships with other educational, nonprofit, governmental and business groups, task forces, library Friends groups, and neighborhood groups. Assist with services and fund-raising projects involving the Madison Public Library Foundation.

With the Director, assist in development and oversight of annual operating budgets. Assist in development, implementation and evaluation of library-wide goals and objectives. Research and maintain awareness of current and future library trends and issues.

Perform all related administrative activities, to include development and administration of program budgets, grant proposals, narrative reports. Conduct and report related statistical and qualitative assessments. Present studies and respond to questions at public and staff meetings.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Considerable knowledge of the theories, principles, and practices of administration and program operation of public libraries. Thorough knowledge of public administration principles and practices. Thorough knowledge of library science theories, principles, practices and terminology. Working knowledge of automated and manual library systems. Working knowledge of budgeting principles and practices. Working knowledge of effective public relations and community involvement techniques. Ability to identify program needs and goals and direct development of plans to achieve them. Ability to plan, direct and coordinate the work of subordinate staff, and to hire, train, supervise and evaluate staff and to maintain effective working relationships. Ability to communicate effectively both orally and in writing, and to make presentations to groups. Ability to maintain adequate attendance.

Training and Experience:

Three years of directly related professional experience in the comprehensive planning, management and administration of library services and staff. Such experience would normally be gained after graduation from an accredited library school with a Master's Degree in Library or Information Science. Other combinations of training and/or experience which can be demonstrated to result in possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Department/Division	Comp. Group	Range
Library	18	14

Approved: _____
Brad Wirtz
Human Resources Director
Date