

LITERACY AND PROGRAM MANAGER

Job descriptions are intended to present a broad and general range of duties which includes, purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

DEFINITION

Under administrative direction plans, organizes, directs and supervises the day-to-day activities of the Lodi Public Library. The Library Literacy and Program Manager trains and evaluates staff assigned to work within the library; Develops and implements Library Literacy programs and services; implements Library procedures, policies, and service delivery. Performs administrative work in planning, management, and evaluation of Library projects and programs; provides highly responsible and complex administrative assistance to the Director; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Library Director. Exercises supervision over assigned paraprofessional and/or clerical staff. May serve in the capacity of the Library Director in their absence.

EXAMPLES OF DUTIES

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

Manages the day-to-day operational activities of the City's Public Library including Volunteer Services and Library programming, which may include responsibility for public service and/or support service assignments;

Manages the delivery of tutoring and support services for child and adult learners in the Literacy program; Performs student intake and assessment; Matches students with tutors; coordinates tutor training and evaluates and updates training process; Oversees assessment process to measure learner progress; Provides ongoing consultation and support to tutors and learners; Recommends materials and techniques to be used in tutoring;

Assists in the selection of assigned staff; Assists in department orientation of newly hired employees; Plans, organizes, schedules, evaluates, and supervises the work of paraprofessional, and/or clerical staff responsible for public or library support services; Assesses needs for staffing, supplies, resources, furnishings and equipment;

Participates in developing and updating departmental work procedures and policies; Interprets and applies library policies and procedures;

Initiates and maintains contact with members of the community, including library support groups, schools, service organizations, County departments, and community agencies;

As delegated by the Library Director, has secondary responsibility for working with appointed citizen commissions and committees in their assigned communities;

Arranges visits for members of the community to the library, speaks to organizations about library services; Prepares publicity on library activities and promotes the use of the library within the community; Serves as a project manager in the development of new services or evaluation of existing services; Plans, evaluates, and implements service to the public, organizations, and educational institutions;

Assists in developing departmental budget and monitors expenditures;

Performs other duties related to the operation of the department and the City including additional duties that enable the department and City to meet the diverse needs of its community.

Knowledge of:

Principles and practices of delivering library services via emerging technologies; Current trends, new technology, and social media platforms that may affect the library system;

Public library programs and their relationship to community needs;

Principles and practices of personnel administration, supervision and training including selection, planning, performance evaluation and discipline;

Library best practices including; materials and formats in general use; Library Automation applications and practices; Library business methods, procedures and practices; Fundamentals of planning, presenting and evaluating library programs;

Printed and digital information resources;

Budgeting and resource management principles and practices;

Fundamentals of planning, presenting and evaluating library programs.

Ability to:

Problem solve and analyze complex administrative problems, evaluate alternatives, and recommend effective courses of action;

Implement and interpret policies, procedures, and services;

Establish courses of action for self and others to ensure that work is completed efficiently;

Make decisions, exercise good judgement, set priorities and meet deadlines; Generate innovative solutions in work situations; Keep the organization's vision and values at the forefront of associate decision making and action;

Engage with all levels of library employees and celebrate the diversity of library members of all backgrounds; Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; Successfully motivate and interact with direct reports; Respond and resolve customer complaints and questions with tact and diplomacy;

Establish and maintain an effective working relationship with a variety of individuals and groups, including library staff, patrons, community groups, and service providers.

Communicate effectively, both orally and in writing; Prepare clear and concise reports, correspondence and informational items;

Utilize the latest technologies to provide high levels of service;

Prepare and make presentations to the public on library programs, services and materials;

Interact with upset public and private representatives in interpreting and enforcing departmental policies and procedures using tact and diplomacy.

EDUCATION AND EXPERIENCE

Any combination equivalent to education and experience that would likely provide the required knowledge and abilities would be qualifying. A typical combination is:

Education:

Possession of a Bachelor's degree from an accredited college or university with a major coursework in education, speech pathology & audiology, psychology, communications, humanities, social science, business, public administration, library science or behavioral science field.

Experience:

Five years of increasingly responsible experience in professional public library administration, including three years of Adult and Children Literacy programming, Library programming, and management experience including supervision of library staff.

LICENSES AND CERTIFICATES

Possession of the appropriate valid driver's license from the California Department of Motor Vehicles.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. 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, push and pull library carts. Positions in this

classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays, on occasion.

FLSA STATUS: EXEMPT