



We invite applications for the position of:
LIBRARY SERVICES MANAGER
\$105,643 to \$132,054 Annually
Plus a comprehensive benefits package

"I feel fortunate to work for a well-run City that fosters innovation and creativity, with smart, dedicated staff, and in a community that loves the Library. *Laura Shea-Clark, Library Services Manager, Support and Customer Services*

Why Consider The City of Mountain View?

It's simple. We are a dedicated team of professionals committed to providing excellent service to the community we serve, and we want you to join us! The Mountain View Library is "a free resource helping our community connect, create, and learn." In surveys, our residents consistently give us high marks and value and appreciate the services we provide. We enjoy strong support from the Friends of the Library and the Library Board of Trustees. We work collaboratively with our colleagues in other City departments and community groups. Here is an outstanding opportunity to join a great organization and contribute your talents and energies as a Library Services Manager. You may review the detailed job description for Library Services Manager on the City's website [here](#).

About This Role

This position is part of the Library's Leadership Team and manages our Youth and Outreach Services division of six full-time employees, including services for children and teens, the City's bookmobile, and cross-functional outreach throughout the community.

What You Bring

- Four years of increasingly responsible professional library experience, two of which have been in a managerial capacity, which includes supervision.
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Library Science or a related field.
- Possession of, or ability to obtain, a valid California driver license.
- Master's degree in library science from an ALA-accredited institution is highly desirable.

Who You Are

- You are friendly, **approachable**, have emotional intelligence and work effectively as part of a team.
- You appreciate and value different work styles and can get things done with people who see the world differently.
- You are highly knowledgeable in Children's literature and Children's library services.
- You are **passionate** about excellent customer service. You listen, even to what is not said, and get to the heart of a customer's question. You view complaints as opportunities to rethink policies and services.
- You are a connector, with desire to work with other City staff, schools, and community groups to offer innovative programs.
- You are a strong collaborator and work effectively with peers and staff on new solutions to challenges.
- You are flexible, embrace change, and actively solicit ideas for new and creative ways to deliver library services in response to changing community needs.
- You are **fiscally responsible**, scrutinize budgets, and suggest creative solutions for better ways to allocate budgets to meet the needs of a changing community.
- You appreciate the value of **technology** and balance both print and electronic resources. You have an open mind about how library collections can evolve to meet future needs.
- You have the highest ethical standards and are sensitive to the visible role local government plays in our community.
- You are an open and **honest communicator**, your reports are clear and well-written, and you are comfortable giving presentations to a wide variety of audiences.
- You are an excellent **mentor**, delegate to help build skills, inspire staff to be their best, and support professional development.
- You have a good **sense of humor** and creatively approach your work with a serious commitment to excellence, an impeccable attention to detail, and a sense of fun.

What You'll Do

- **Supervise**, mentor, train, and develop staff and champion employee engagement.
- Lead three work groups including Children's, Teen, and the Bookmobile, and balance your time and priorities appropriately.
- Act as a collection manager for print and electronic resources, ensuring the collection meets the needs of the community.
- Work with Library staff, City departments, and outside groups to offer innovative programs that support the City Council's goals and the community's needs.
- Act as in charge manager of the building in the absence of the Library Director, resolving issues with facilities, customers, and staff.
- **Develop**, monitor, and adjust budgets.
- Manage relationships with outside partners including schools and nonprofits.
- Lead outreach activities, both within Youth Services and across library departments, to ensure the Library has an active presence at community events.
- Monitor and **analyze** Library service trends in the literature and best practices and make recommendations for service enhancements.
- **Research** and analyze Library activities and measure effectiveness of services.

What We Offer

- Comprehensive benefits package including generous paid leave and health
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree.
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution.
- Management development funds - \$1,000 annually.
- Management leave of 80 hours per fiscal year; paid out at end of fiscal year if not used.
- Wellness culture including access to the employee gym and incentive pay for participating in the City's wellness program
- Employee appreciation days and activities

Are You Ready? Apply

Submit your application, supplemental questions and resume online at www.calopps.org or to the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309.

Deadline

Application materials will be screened on a continuous basis with a **first application review date of 5:00 p.m. PST, Monday, December 3, 2018**. The recruitment is scheduled to close at any time. Qualified candidates are encouraged to apply early!

Interview Process

The most appropriately qualified candidates will be invited to participate in the following process: Skype interviews (qualifying/non qualifying). Select candidates who pass the Skype interviews will be invited to an in-person oral board interview (weighted 100%). Additional department interviews with the Library Services Department will follow for a limited number of finalists. Depending on the number of applications, the above process may be altered.

Fine Print

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

**THE CITY OF MOUNTAIN VIEW
LIBRARY SERVICES MANAGER
SUPPLEMENTAL QUESTIONNAIRE**

Please answer the following questions and submit your responses with your application. Include no more than one page in response to each question.

1. Describe your management experience, including personnel (including FTE) and budget size; and your experience leading outreach efforts in a division or department.
2. How do you see trends in Youth services over the next five years and how would you help prepare staff and the public you are serving?
3. Describe your experience managing projects that involve planning and coordinating library services and programs. Please be specific and include outcomes, challenges, evaluation, and learning opportunities involved in the projects, programs, or services that you identify.
4. Give an example of how you identified and followed through on an opportunity to develop a collaboration or partnership between your organization and a community agency. What was the result of your effort?
5. Provide an example from your experience that you feel demonstrates being an effective leader of staff. Describe what you did and how your leadership style made your work effective.
6. If you have a Skype account, please provide your Skype ID or the email address associated with your Skype account.