

**Sonoma County Library
Announces an Employment Opportunity**

**DIVISION MANAGER, PUBLIC SERVICES
LIBRARY HEADQUARTERS – ROHNERT PARK
40 HOURS PER WEEK – FULL TIME**

We are seeking a customer service driven management professional for our full-time Division Manager position, which will focus on Public Services for the entire Sonoma County Library system. Please fill out the supplemental questionnaire.

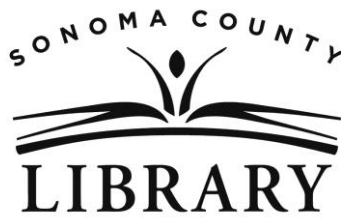
THE POSITION:

Please see the attached job specifications for full details about this position.

Under general direction reporting to the Library Deputy Director, provides customer service, plans, organizes, manages, and provides direction and oversight for the Public Services Division; holds responsibility for library branch management, public programming coordination, community grants, system-wide events; acts as an integral member of Library Management Team; actively leads in the budgetary management of the division; and performs related duties as required.

TYPICAL TASKS include, but are not limited to:

- Leads the development and implementation of goals, objectives, policies, and procedures related to Public Services; recommends policy changes to Library management; and holds responsibility for public programming coordination, community grants, and system-wide events.
- Plans, develops, implements, and monitors goals, objectives, policies, and procedures of all public service operations in accordance with objectives of the Library branches; recommends changes or modifications to Library management.
- Oversees the development of events to bring residents together to hear diverse ideas and opinions; partners with local agencies to design events that include community service opportunities.
- Oversees engagement and outreach to diverse and vulnerable populations to increase services: through the partnerships to seek additional financial resources; improved communication; informed customer service practice training and information for staff; and working collaboratively with outside agencies to deliver health related services.
- Oversees community grants program and pursues collaborative grant writing and funding opportunities.
- Meets with staff to identify and resolve problems; prioritizes work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Selects, trains, and mentors new personnel in the Public Services Division including Branch Managers and the Adult Services and/or Youth Services Administrators; provides coaching and regular evaluation of staff performance.



Knowledge of:

- Principles and practices of library policies, programs, program planning and implementation, systems development, and library operational trends and practices.
- Sound budgetary practices and development, monitoring, and implementation of a large, complex budget.
- Principles, practices, procedures, techniques, and materials of professional library work, including library reference, and other professional library services.
- Principles, practices and techniques of public programming, community outreach, and service promotion.
- Recent technological, professional, and societal developments, current literature, and sources of information related to library services.
- Management principles and practices, including goal setting, program development, implementation, evaluation, and project management.

Ability to:

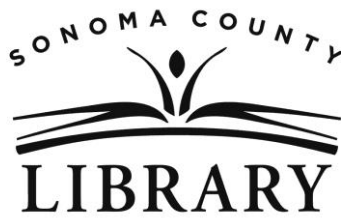
- Lead in development and implementation of goals, objectives, policies, procedures, work standards, and internal controls for the Public Services Division.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, and methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Library policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Represent the division and the Library in meetings with governmental agencies, community groups and businesses, professional and regulatory organizations, and individuals.

MINIMUM QUALIFICATIONS:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities, is qualifying. A typical way to obtain this knowledge and abilities would be:

Education and Experience:

Master of Library and Information Science (MLIS), Master of Library Science (MLS), or Master of Science in Library Science (MSLS) degree from an accredited college or university and six (6) years of experience as a professional librarian providing a full range of public library services, three (3) years of which included management or supervisory experience. Spanish bilingual skills are desired.



Licenses and Certifications: Must possess and maintain a valid California Class C Driver License.

SALARY RANGE: \$116,688.00 to \$145,745.60 Annually

CLOSING DATE: Until Filled - First review of applications will be on January 18, 2022

APPLICATION PROCESS: Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be complete and submitted by the final filing date in order to be considered. Incomplete and/or inaccurate applications may result in disqualification from the recruitment process. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

EMPLOYMENT INFORMATION:

Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

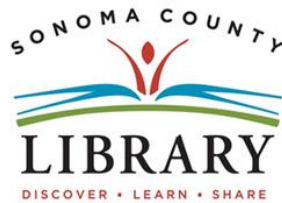
IMPORTANT INFORMATION: Sonoma County Library has adopted a vaccination and testing policy to help mitigate transmission of COVID-19. All Sonoma County Library employees will be required to either have documented proof of full COVID-19 vaccination on file or consent to weekly COVID-19 testing.

RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:

Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.

REQUEST FOR ACCOMMODATION: Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at <https://sonomalibrary.org/accessibility>.

Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.



Est. OCTOBER 2015
Rev. FEBRUARY 2018
FLSA: EXEMPT

DIVISION MANAGER, PUBLIC SERVICES Non-Represented

DEFINITION

Under general direction, provides customer service, plans, organizes, manages, and provides direction and oversight for the Public Services Division; holds responsibility for library branch management, public programming coordination, community grants, system-wide events; acts as an integral member of Library Management Team; actively leads in the budgetary management of the division; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Library Director. Exercises direct and/or general supervision over and provides training to assigned professional, paraprofessional, technical, and support staff.

CLASS CHARACTERISTICS

This is a management classification that serves as division head for one of the Public Services Divisions, consisting of several of the library branches and either the Adult Services or Youth Services administrative areas. Responsibilities are defined by overall objectives and include oversight of branch services and programs directly or through subordinate levels of supervision. The incumbent oversees, coordinates, and reviews the work of administrative staff, branch management staff, professional and para-professional library staff, and technical and support staff carrying out the work of the library branches; develops and administers current and long-range planning activities; manages the effective use of Library resources to improve organizational productivity and customer service and to reach operational goals; and provides highly complex support to the Library Director in areas of specialized expertise. The work requires initiative, independent judgment, and the ability to make decisions within the scope of general policies and procedures and to resolve organizational and service delivery problems. This class is differentiated from the Library Director in that the latter has oversight of all Sonoma County Library divisions, sections, programs, activities, and services.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads the development and implementation of goals, objectives, policies, and procedures related to Public Services; recommends policy changes to Library management; and holds responsibility for public programming coordination, community grants, and system-wide events.

- Plans, develops, implements, and monitors goals, objectives, policies, and procedures of all public service operations in accordance with objectives of the Library branches; recommends changes or modifications to Library management.
- Oversees the development of events to bring residents together to hear diverse ideas and opinions; partners with local agencies to design events that include community service opportunities.
- Oversees engagement and outreach to diverse and vulnerable populations to increase services: through the partnerships to seek additional financial resources; improved communication; informed customer service practice training and information for staff; and working collaboratively with outside agencies to deliver health related services.
- Oversees community grants program and pursues collaborative grant writing and funding opportunities.
- Meets with staff to identify and resolve problems; prioritizes work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Selects, trains, and mentors new personnel in the Public Services Division including Branch Managers and the Adult Services and/or Youth Services Administrators; provides coaching and regular evaluation of staff performance.
- Serves as a liaison to the Public Services and Circulation Services Team.
- Represents the division and/or Library in various external and internal relations such as the Sonoma County Public Library Foundation, Friends of the Library, and Library Advisory Board meetings.
- Oversees countywide programs, such as adult services programming.
- Manages and participates in the development and administration of the Public Services Division annual budget; directs the forecast of additional funds for staffing, equipment, materials, and supplies; monitors expenditures; recommends adjustments as necessary; monitors expenditures for the countywide adult services and/or youth services programs; recommends adjustments as necessary.
- Oversees branch customer service initiatives; including response to patron comments, questions, suggestions, and ideas.
- Develops procedures and methods to improve operational efficiency and effectiveness in the Public Services Division; assesses and monitors workload and support systems; identifies opportunities for process improvement and makes recommendations to Library management.
- Prepares a variety of written correspondence including reports, procedures, policies, and memos.
- Monitors changes in laws, regulations, and technology that may affect departmental operations; implements policy and procedural changes as required.
- Oversees all branch renovations in cooperation with assigned facilities management staff.
- Performs other duties as assigned.

COMPETENCIES

Knowledge of:

- Principles and practices of library policies, programs, program planning and implementation, systems development, and library operational trends and practices.
- Sound budgetary practices and development, monitoring, and implementation of a large, complex budget.
- Principles, practices, procedures, techniques, and materials of professional library work, including library reference, and other professional library services.

- Principles, practices and techniques of public programming, community outreach, and service promotion.
- Recent technological, professional, and societal developments, current literature, and sources of information related to library services.
- Management principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of budget administration.
- Applicable federal, state, and local laws, codes, and regulations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Presentation techniques for representing the Library in contacts with governmental agencies, community groups, and business, professional, educational, regulatory, and legislative organizations.

Ability to:

- Lead in development and implementation of goals, objectives, policies, procedures, work standards, and internal controls for the Public Services Division.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, and methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Library policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Represent the division and the Library in meetings with governmental agencies, community groups and businesses, professional and regulatory organizations, and individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment, including library computer system and equipment, copiers, printers, and software programs; access, retrieve, enter, and update information using a computer workstation.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Any combination of training and experience, which would provide the required knowledge, skills, and abilities, is qualifying. A typical way to obtain this knowledge and abilities would be:

Education and Experience:

Master of Library and Information Science (MLIS), Master of Library Science (MLS), or Master of Science in Library Science (MSLS) degree from an accredited college or university and six (6) years of experience as a professional librarian providing a full range of public library services, three (3) years of which included management or supervisory experience.

Licenses and Certifications:

Must possess and maintain a valid California Class C Driver License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; the ability to operate a motor vehicle and to visit various branches and meeting sites. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and 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 drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports, records, and materials that typically weigh less than twenty-five (25) 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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Occasional participation in work activities, meetings, and events outside of the regular work schedule is expected of this position.