

LIBRARY AND COMMUNITY SERVICES DIRECTOR

Approved: November 2025

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under administrative direction, plans, organizes, manages, executes, directs and oversees all programs, activities, and services of the Library and Community Services Department; identifies and evaluates current and future community needs and develops and implements initiatives and changes to improve upon department services; directs department budget preparation and fiscal control; coordinates and fosters cooperative working relationships with department personnel, other City departments, external agencies, volunteers, residents, and the general public to carry out City and/or department services, activities, and programs with a high degree of professionalism, competency, effectiveness and political acumen; provides highly responsible and complex professional assistance to the City Manager in areas of expertise including development of strategic planning and proposing amendments to City policies; develops and implements complex, long-range projects and initiatives in alignment with City priorities and goals; and performs related work as required.
Supervision received and exercised
Receives general direction from the City Manager or Assistant or Deputy City Manager. Exercises supervision over management, supervisory, professional, technical, and clerical staff and volunteers through direct or subordinate levels of supervision.
Class characteristics
This is a department director classification that oversees, directs, and participates in all major initiatives, projects, and programs of the Library and Community Services Department, including public libraries, early childhood education, school age child care, indoor/outdoor recreation, older adult (senior) services, special events, and other assigned areas. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, the Parks and Recreation Commission, the Library Commission, and the Youth Advisory Committee, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.
Examples of typical job functions (illustrative only)
<p>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.</p> <ul style="list-style-type: none">• Formulates, implements and administers policies and procedures governing the operation of the Library and Community Services Department.• Plans, develops, and directs comprehensive long-term planning in the areas of public libraries, early childhood education, school age child care, indoor/outdoor recreation, aquatics, older adult (senior) services, and special events; participates in city-wide strategic planning.• Plans, develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes appropriate budget, service, and staffing levels.• Manages and participates in the development and administration of the department's operating budget, including but not limited to: analyzing and forecasting revenues and expenditures needed for staffing, equipment, materials, and supplies; monitoring and approving expenditures; securing and administering grants; recommending and implementing budgetary and personnel-related adjustments as needed.• Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.• Selects, trains, motivates, directs, and evaluates personnel; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.• Directs the assessment of the condition of department facilities, ensures participant safety and directs requests and completion of maintenance work projects for City facilities; directs those who monitor and control supplies and equipment including the ordering of supplies and materials.• Represents the City and department to stakeholders, including but not limited to: residents, governmental agencies, community groups, educational institutions, consultants, interest groups, and/or businesses regarding questions, problems, concerns, and activities in the provision of department operations, activities, and services; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.

- Directs departmental organizational and operational studies and investigations; implements improvements and modifications to programs, policies, and procedures.
- Directs development, implementation, and administration of contracts and use agreements.
- Monitors changes in and ensures compliance with relevant health, safety, and licensing laws and guidelines; directs maintenance and update of all records required by Federal, State, and local regulatory agencies.
- Directs the evaluation of community library and recreation needs and interests, including the preparation of community surveys, analysis of resulting data and development of new library, recreation, and social services programs or improvements to meet community needs.
- Reviews staff, financial, and statistical reports related to grants, program participation and analysis, expenditures, and revenues.
- Responds to difficult and sensitive public inquiries, concerns, and complaints regarding department programs, activities, and personnel; assists with resolutions and alternatives.
- Performs related duties and responsibilities as required.

Qualifications

Knowledge of

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget administration, procurement processes, administrative practices, and general principles of risk management.
- Principles and practices of public library operations and community services including but not limited to child care facilities and youth and senior recreation programs.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of departmental policies, programs, program planning and implementation, systems development, and current and emerging trends and practices.
- Principles, practices, and methods of effective municipal management applicable to departmental functions, including but not limited to: public libraries, early childhood education, school age child care, indoor/outdoor recreation, aquatics, older adult (senior) services, special events, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Effective and current media and public relations techniques, resources, and methods.
- Professional-quality research and reporting methods, techniques, and procedures, including methods and techniques for the development of effective professional-quality presentations and business correspondence.
- Recent technological, professional, and societal developments, current literature, and sources of information related to all functional areas of the Library and Community Services Department.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- Effective oral and written communications.
- Techniques for providing a high level of customer service and effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, vendors / contractors, the public, and City staff.

Ability to

- Develop and implement goals, objectives, and practices for providing effective and efficient municipal services provided by the Library and Community Services Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Effectively lead, plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel in the administration of complex municipal services and programs.
- Direct plans, services, and programs to meet changing community needs and ensure that programs are consistent with best practices and optimize the use of technology.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

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

- Equivalent to graduation from an accredited four-year college or university with major coursework in public administration, library and information science, education, business administration, or a related field. A Master's degree is preferred.
- Seven (7) years of increasingly responsible management and/or administrative experience in public administration, public libraries, early childhood education, school age childcare, parks and recreation, special events, aquatics, and/or social services, preferably in a public agency, including three (3) years at the executive or management level.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's license by time of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. 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 drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to twenty-five (25) pounds.

Environmental elements

Employees work in an office environment with moderate 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. Incumbents may partially work in the field and may occasionally be exposed to loud noise levels, cold and/or hot temperatures, vibration, chemicals, mechanical and/or electrical hazards. Employees may also work outside, in sunlight with exposure to heat.