UNIVERSITY OF SOUTHERN CALIFORNIA

Library Manager

Job Code: 141013

Grade: J
OT Eligible: No
Comp Approval: 5/6/2009

JOB SUMMARY:
Manages the administrative and financial operations of a large library facility, or an interdisciplinary service center comprised of a cluster of library facilities, departments, and services. Has responsibility for long-range planning; developing, implementing, measuring and assessing library systems, policies and procedures; supervising full-time staff; and developing budgets. Reports directly to an interdisciplinary director or chair. Serves as principal senior staff advisor to the director/chair concerning all administrative, personnel, and financial matters.

JOB ACCOUNTABILITIES:

*E/M/NA   % TIME
Manages day-to-day administrative and operational functions of a large library facility or an interdisciplinary service center comprised of a cluster of library facilities, departments, and services. Has responsibility for long-range planning; developing, implementing and assessing library systems; and overseeing quality control measures. Researches problem issues and takes necessary action to address and bring to an appropriate resolution.

Directly supervises at least two full-time staff or the equivalent. Recruits, screens, hires and trains staff. Sets attainable and measurable goals with clear deadlines. Evaluates employee performance and provides feedback. Recommends professional development opportunities and developmental objectives as appropriate. Identifies and reports staffing needs to library administrative head.

Develops and implements library policies in coordination with other managers. Maintains current revisions of library, division, and University policies. Interprets and explains policies to others.

Develops and implements library procedures in coordination with other managers. Revises processes to improve efficiency. Analyzes and maps workflows. Communicates and documents revised processes and procedures. Oversees the development of forms, manuals, flow charts, process maps, web content, etc.

Advises library teams, committees, and task forces about the implementation of operational and/or organizational changes. Coordinates documentation, communicates through memorandums and presentations, and facilitates feedback, etc.


Provides assistance to library patrons using electronic databases, electronic journals, and electronic reference materials within a tiered service environment. Assists patrons in identifying and locating appropriate discipline-specific and interdisciplinary resources, demonstrates searching techniques, interprets results, and refers questions as needed.
Oversees maintenance of confidential files. Ensures completeness and accuracy of the documentation. Oversees coordination and distribution of confidential materials.

Develops long-range space plans for expansions and relocations. Assesses the use of library facilities, including efficiency of space usage, physical organization of materials, capacity of shelving, design and functionality of workspace, usability of public areas, signage, etc.

Oversees quality control measures for library databases. Develops strategic goals and process improvements. Enforces stipulated institutional standards in the creation and modification of records.

Oversees the gathering of library statistics, measurements, and feedback. Prepares reports, interprets data, analyzes trends, and communicates recommendations.

Serves as central information library resource for the University and for the purpose of external relations. Represents the library in core, division, and University committees and task forces. Acts as liaison between director/chair and sensitive, confidential, or high profile contacts outside the library. Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No
[ ] Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

5 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
Experience in supervising administrative operations of a complex department. Knowledge of library operations, services and technical systems.

**Preferred Education:**
Master's degree

**Preferred Experience:**
7 years

**Preferred Field of Expertise:**
Comprehensive knowledge of library operations and technical systems in a large or specialized academic library. Experience supervising staff in a university setting. Office management and budget administration experience combined with specialized knowledge of University policies and procedures, preferably at USC.

**Skills: Other:**
Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Organization
Planning
Project management
Research
Scheduling
Staff development
Teaching/training

**Skills: Machine/Equipment:**
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

**Supervises: Level:**
Supervises employees and/or student workers.

**Supervises: Nature of Work:**
Administrative
Clerical/Secretarial
SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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