

## **Director, Library, and Learning Resource Services**

### **DEFINITION**

Under administrative direction, assists in planning, organizing, controlling, and providing administrative leadership and oversight for all operations, activities, programs, and services of the Library; coordinates and directs communications, personnel, resources, curriculum, schedules, and information to meet the instructional needs of the Library and enhance the educational effectiveness of designated programs and services; assists in the department and division-wide educational planning and program development in accordance with missions, goals, and objectives of the College and division.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over faculty, professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a Director classification that assists in overseeing, controlling, and directing all activities of the Library, including planning and development and administration of departmental policies, procedures, and programs. This class assists in various administrative, coordinative, analytical, and liaison capacities. Successful work performance requires knowledge of education policy and College functions and activities and the ability to develop, oversee, and implement projects and programs in various areas.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, organizes, controls, and directs designated operations, activities, programs, and services of the Library; assists in establishing and maintaining department timelines and priorities; ensures related activities comply with established standards, requirements, grant specifications, laws, codes, regulations, policies, and procedures.
2. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
3. Coordinates and directs communications, personnel, resources, curriculum, schedules, and information to meet the instructional needs of the Library and enhance the educational effectiveness of assigned programs and services.

4. Participates in the development, management, and administration of the Library's annual planning and budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
5. Collaborates with Library faculty and the campus community in developing and delivering information competency/literacy for the College.
6. Promotes and maximizes faculty and student use of the Library and its resources and services.
7. Oversees the development and delivery of Library reference, circulation, and instructional services; collaborates with faculty and staff to maximize the use of free and existing resources for online learning; monitors and recommends solutions for issues involving the Library building, physical facilities, security, and technologies.
8. Contributes to the overall quality of Library service by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and techniques; assesses and monitors the distribution of work support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Dean.
9. Reviews outcomes, including student learning outcomes (SLO) and assessments; advises faculty and staff and provides feedback; develops and updates reports tracking the status of curriculum, SLO, and assessment for all courses and programs within the Library.
10. Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning Library operations and activities.
11. Coordinates Library programs, services, and communications among administrators, faculty, staff, other divisions and departments, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of Library activities.
12. Conducts various analytical and operational studies regarding Library and programmatic activities; prepares comprehensive technical records and reports; identifies alternatives and makes and justifies recommendations.
13. Prepares, reviews, and presents staff reports, various management, and information updates, and reports on special projects.
14. Responds to complex and sensitive student and faculty inquiries and complaints and assist with resolutions and alternative recommendations.
15. Establishes, implements, and fosters an environment of belonging relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies, Board Policies, and Administrative Procedures.

19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees and mandated training as required.
20. Prepares and delivers DEISAA minded presentations related to assigned areas as required.
21. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
3. Emerging technologies and trends and their impact on traditional instruction, online instruction, materials, and services.
4. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
5. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Principles, practices, procedures, and techniques involved in development, implementation, and evaluation of curriculum standards and instructional programs, services, plans, strategies, processes, systems, projects, courses, goals, and objectives.
8. Curriculum standards, requirements, and assessments, and instructional techniques and strategies related to Library functions, programs, and services.
9. Modern office practices, methods, and computer equipment and applications related to the work.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Techniques for effectively representing the College in contact with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of faculty and staff.

2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
5. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility; select, motivate, supervise, and evaluate the work of faculty and staff and train staff in work procedures.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
8. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials; conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
10. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Communicate effectively through various modalities.
14. Learn and apply emerging technologies and, as necessary, perform duties efficiently, organizationally, and in a timely manner.
15. Review situations accurately and determine the appropriate course of action using judgment according to established policies and procedures; understands the scope of authority in making independent decisions.
16. Establish, maintain, and foster positive and effective working relationships with those contacted during work.

### **Education and Experience:**

1. Master's degree from an accredited college or university in Library Science, Library and Information Science, or related field; or
2. Valid California credential that authorizes services as a community college administrator; and
3. Three (3) full-time equivalent years of experience in library management or a related academic leadership assignment at an institution of higher education.

### **Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in a minority-serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in a minority-serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

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

### **PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; ability to understand and comprehend written and electronic materials; and ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification, although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

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