Sacramento Public Library Authority

July 22, 2010 **Agenda Item 12.0: Position Descriptions and Position Control Update**

TO: **Sacramento Public Library Authority Board Members**

FROM: **Rick Teichert, Deputy Director of Support Services**

RE: **Position Descriptions and Position Control Update**

RECOMMENDED ACTIONS:

1. **Approve** the revised Position Control for FY 2010-11, detailed in Exhibit A.

2. **Approve** the Position Descriptions included as Exhibits B1 through B4
   - Risk Management Supervisor (Exhibit B1)
   - Human Resources Manager (Exhibit B2)
   - Human Resources Technician (Exhibit B3)
   - Deputy Library Director (Exhibit B5)

REASON FOR RECOMMENDATIONS

Revised Position Control FY 2010-11

Staff is recommending approval of a revised Position Control for FY 2010-11, which reflects a net decrease of 0.5 FTE (see Exhibit A). The net estimated cost impact is an overall decrease of $22,900, which will be included in the FY 2010-11 Final Budget, scheduled to be presented to the Board on September 23, 2010.

The Position Control actions are summarized as follows:

Reclassification of Safety Coordinator to Risk Management Supervisor

Staff is recommending that the Safety Coordinator position be reclassified to Risk Management Supervisor. A new Job Description for Risk Management Supervisor is attached as Exhibit B1, and reflects an expansion in the scope of responsibilities to encompass all risk management activities, including administration of general liability and property insurances, administration of the Worker's Compensation and Return to Work Programs, in addition to the Security and Safety programs included in the Safety Coordinator position. Some risk management activities and/or claims, such as worker's compensation claims, integrate well with other risk management activities, such as safety. Combining all of the risk management responsibilities into one classification is a more efficient use of the position. The scope of responsibilities, which includes supervising and managing all of the risk management activities, justifies the move from the Library Unit to the Supervisory Unit, and results in minimal cost to the Library.

Position Control Impact: This recommended action has no net effect on Position Control.

Fiscal Impact: This action results in a net increase of $9,400 annually.

Human Resources Position Changes

1. Human Resources Director/Human Resources Manager

Staff is recommending elimination of the vacant Human Resources Director classification, and the addition of the Human Resources Manager classification, which more appropriately meets the organization's needs at this time. A new Job Description for Human Resources Manager is attached as Exhibit B2.

Position Control Impact: This recommended action has no net effect on Position Control.

2. Administrative Assistant/Human Resources Technician

The Administrative Assistant position currently assigned to the Human Resources Department no longer meets the needs of the Department. In order to better reflect the Department's needs and the work that is being done by the incumbent, staff is recommending elimination of the Administrative Assistant position, and reclassifying the incumbent into the new classification of Human Resources Technician, an entry level Human Resources paraprofessional classification. A new Job Description is attached as Exhibit B3.

Position Control Impact: This recommended action has no net effect on Position Control.

Fiscal Impact: Actions 1 and 2 together result in a total annual cost savings of $59,500, which will be reflected in the FY 2010-11 Final Budget presented in September, 2010.

Staffing Increase for Orangevale Library

Orangevale Library has almost doubled their circulation in the last two years to just over 8,500 items per month. Although circulation has increased by 49%, staffing for the branch has not. In order to accommodate this increase in workload, staff is recommending the addition of one half-time Library Services Assistant to Position Control to address the increase in use and activity in the Orangevale Library. This will also bring the Orangevale number of FTEs in line with other Library branches with similar circulation and program activity.

Position Control Impact: This recommended action results in an increase to Position Control of 0.5 FTE.

Fiscal Impact: This action results in a net increase of $20,400 annually, which will be reflected in the FY 2010-11 Final Budget presented in September, 2010.

Reclassification of Office Assistant to Administrative Technician

Over the past 18 months, new and expanded facilities have come on line along with numerous program initiatives and technology enhancements. These changes have resulted in significant changes to the type of work required of office support

staff, as they are taking on more complex duties and responsibilities to meet the administrative support needs of the organization. In view of these changes and increases to work load, staff is recommending a reclassification of the single incumbent in the Office Assistant classification to the recently created Administrative Technician classification.

Position Control Impact: This recommended action has no net effect on Position Control.

Fiscal Impact: This action results in a net increase of $6,800 annually, which will be reflected in the FY 2010-11 Final Budget presented in September, 2010.

Elimination of Library Galleria Administrator Classification

Staff is recommending elimination of the Library Galleria Administrator classification, which is vacant, unfunded, and not needed at this time.

Position Control Impact: This recommended action has no net effect on Position Control.

Fiscal Impact: This action has no fiscal impact as this position is already vacant and unfunded.

Changes to Deputy Director Classifications

Staff is recommending deletion of the Deputy Director of Public Services and Deputy Director of Administrative Services classifications, and adding the classification of Deputy Library Director to Position Control. A new Job Description for Deputy Library Director is attached as Exhibit B4.

During this time of economic stress, the Library plans to manage operations with a single Deputy Library Director, although two positions are included in Position Control. While savings are anticipated as a result of this action, they will be addressed specifically in the Mid-Year Budget action in February, 2011.

Position Control Impact: This recommended action has no net effect on Position Control.

Fiscal Impact: Potential savings unknown at this time; changes to be addressed in Mid-Year Budget – February 2011.

Position Description Changes

Staff is recommending the approval of four position descriptions that are necessary to complete the Position Control reclassifications recommended in this report. These positions include Risk Management Supervisor, Human Resources Manager, Human Resources Technician, and Deputy Library Director (Exhibits B1-B4). The

reclassifications address business issues as described in the report, with the ultimate goal of achieving long term structural budget savings for the Library.

FISCAL IMPACT

The recommended changes result in a net savings of $22,900 annually. Additional savings are likely due to keeping one Deputy Library Director position vacant, but are unknown at this time.

ATTACHMENTS

Exhibit A: Sacramento Public Library Authority Position Control Report (revised July 22, 2010)

Exhibits B1-B4: Staff Recommended Position Descriptions for Board Approval

SACRAMENTO PUBLIC LIBRARY AUTHORITY
POSITION CONTROL REPORT
July 22, 2010 REVISED

PROPOSED FY 2010-11 POSITION CONTROL - REVISED July 22, 2010

	FY 2010-11 Approved July 1, 2010	FY 2010-11 Proposed July 22, 2010	Change in FTEs*
Accounting Specialist	2	2	
Administrative Assistant	4	3	-1
Administrative Technician	1	2	1
Accountant/Budget Analyst	1	1	
Building Maintenance Worker	2	2	
Capital Projects Manager	1	1	
Circulation Supervisor	17	17	
Collection Management Supervisor	2	2	
Collection Management Services Manager	1	1	
Community Services Manager	1	1	
Custodial and Logistics Supervisor	1	1	
Custodian	10.75	10.75	
Deputy Director - Support Services	1	0	-1
Deputy Director - Public Services	1	0	-1
Deputy Library Director	0	2	2
Director of Facilities	1	1	
Director of Finance	1	1	
Director of Human Resources	1	0	-1
Events Coordinator	1	1	
Executive Assistant	1	1	
Facility Services Supervisor	1	1	
Field Custodial Supervisor	1	1	
General Services Worker	4.5	4.5	
Human Capital Programs Analyst	1	1	
Human Resources Generalist	1	1	
Human Resources Manager	0	1	1
Human Resources Supervisor	1	1	
Human Resources Technician	0	1	1
Information Technology Manager	1	1	
Information Technology Supervisor	2	2	
Librarian	51	51	
Library Associate	1.5	1.5	
Library Director	1	1	
Library Galleria Administrator**	1	0	-1
Library Program Specialist	1	1	
Library Services Assistant	104.5	105	0.5
Library Services Specialist	2	2	
Library Supervisor I	8.5	8.5	
Library Supervisor II	5	5	
Library Supervisor III**	21	21	
Library Technician	5	5	
Literacy and Homework Center Supervisor	1	1	

	FY 2010-11 Approved July 1, 2010	FY 2010-11 Proposed July 22, 2010	Change in FTEs*
Management Analyst	1	1	
Materials Processor	2	2	
Office Assistant	1	0	-1
Procurement-Contract Coordinator	1	1	
Public Information Coordinator	1	1	
Public Services Manager**	4	4	
Risk Management Supervisor	0	1	1
Safety Coordinator	1	0	-1
Security Coordinator	1	1	
Senior Accounts Payable Technician	1	1	
Senior Accountant**	1	1	
Senior Information Technology Analyst	2	2	
Senior Information Technology Technician	2	2	
Senior Payroll Technician	1	1	
Special Projects and Remodeling Coordinator	1	1	
Technology Assistant	3	3	
Trainer	1	1	
Visual Communications Supervisor	1	1	
Web Developer	1	1	
Youth Services Manager	1	1	
Total Position Control	292.75	292.25	-0.5

Note * FTEs are full time equivalent positions, equating part time positions into a fraction of a full time position.

Note: ** This position control document includes two positions that are listed, but unfunded as of the date of this action, for purposes of budget savings: one Library Supervisor III, and one Public Services Manager.

Sacramento Public Library
JOB DESCRIPTION

Service Philosophy: *Customers are the library's first priority. Staff:* ***understand*** *service through the lens of the customer;* ***deliver*** *service with respect;* ***make*** *decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

Risk Management Supervisor
Grade: 9
FLSA Status: Non-Exempt
Designation: Represented - Supervisory Unit

Department: Facilities
Date: 7/22/2010

Job Summary: Administers the Library's comprehensive safety, security, and risk management programs including property and liability claims, workers' compensation, safety and security programs. Responsible for developing and implementing safety and security training, programs and initiatives throughout the Library system to ensure the safety of staff, customers and facilities.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Administers the Library's general liability and property insurance activities including loss prevention;
2. Performs claims administration including investigating, analyzing and evaluating claims; assists and supports litigation of claims; attends mandatory settlement conferences, mediations and small claims court hearings as required; and, when appropriate, directs claims to professional claims administrators and investigators and regularly meets with, briefs and supports the Executive Team (serving as the Claims Administration Team) to keep them apprised of claims status and elicit claims decisions from the Team;
3. Coordinates and manages the Worker's Compensation and Return to Work Programs; investigates claims and recommends corrective action as appropriate;
4. Plans, develops, writes and conducts safety training presentations and safety programs throughout the Library system including safe use of hand and power tools, forklifts, confined space entry, ergonomics, fall protection, blood borne pathogens, hazardous spill confinement, and other training that may be required;
5. Evaluates and analyzes trends, barriers to performance of safe work and root causes of accidents; develops action plans to control or eliminate hazards in the workplace including engineering and/or administrative controls;
6. Maintains thorough documentation of all incidents for internal and for OSHA reporting;
7. Physically conducts OSHA compliance audits and inspections of all library work locations; develops audit protocols, schedules, and produces audit reports; establishes annual audit schedules;
8. Regularly visits branch locations and other business units to monitor and/or observe employee safety performance; immediately and decisively corrects safety deficiencies that may lead to injury or illness to staff and/or the general public;
9. Conducts ergonomic or other specific assessments; recommends equipment, procedures, assignments or other actions to alleviate identified problems or concerns;

10. Develops, maintains and manages library programs which prevent or minimize employee exposure to hazardous physical agents including noise, heat, ergonomic stresses;
11. Develops, maintains and provides training on a fully OSHA-compliant Injury and Illness Prevention Program (IIPP);
12. Convenes and chairs regular system-wide safety committee meetings;
13. Develops and implements disaster and pandemic preparation plans, including evacuation and shelter in place preparations for all branches; provides training for all staff on said plans;
14. Develops and implements business continuity plans for disaster recovery;
15. Facilitates compliance with applicable provisions of federal, state and local regulatory requirements, particularly California Code of Regulations, Titles 8, 17 and 22; maintains currency in applicable regulations and informs the Library of changes which may impact library operations;
16. Contracts with hazardous waste haulers for the disposal of hazardous materials; coordinates disposal dates and times with hazardous waste haulers; approves and signs all hazardous waste manifests; ensures that satellite accumulation locations are in compliance with regulations;
17. Administers the Authority's hazardous materials electronic database and all MSDS records;
18. Ensures that all safety equipment is maintained and regularly inspected, including first aid kits, emergency response equipment and extinguishers;
19. Responds to system-wide security, fire and intrusion alarms;
20. Liaisons with local law enforcement, fire department and other relevant agencies, as well as neighborhood and community groups on issues related to safety and security;
21. Cultivates and maintains positive relationships with other staff and members of the public;
22. Researches, compiles and analyzes data for special projects and various reports;
23. Requires regular and punctual employee presence;
24. Acts as a representative of Sacramento Public Library to the public;
25. Keeps abreast of safety trends by attending workshops and educational programs and reading periodicals and specialized literature; and recommends more efficient practices;
26. Attends meetings and events; participates in various teams when needed; and
27. Performs other related duties as assigned.

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures;
2. Thorough knowledge of safety and security policies, procedures and programs;
3. Effective investigation methods;
4. Thorough knowledge of safety policies, procedures and programs;
5. Microsoft Office Suite, Internet, email and other relevant software;

Ability to:

1. Maintain strict confidentiality;
2. Prioritize and multitask;
3. Effectively train others on safety policies and practices;
4. Excellent written and verbal communication skills;

5. Establish and maintain effective working relationships; demonstrate the ability to work as part of a team;
6. Establish priorities and organize workload effectively and efficiently, paying attention to detail while working under pressure;
7. Maintain a pleasant and productive working environment;
8. Communicate effectively and courteously with other staff and members of the public;
9. Understand the customer's needs and deliver services by focusing on the customer;
10. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
11. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
12. Possess attention to detail and follow through on tasks effectively and efficiently;
13. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
14. Set, model, and maintain a positive work environment;
15. Maintain the confidential nature of sensitive information; and
16. Keep relevant parties informed of all major issues and recommend changes as appropriate.

Skill in:

1. The use of equipment and instrumentation used in safety and personal protection.

Education and Experience:

1. Bachelor's degree from an accredited college or university with major course work in public or business administration, human resources management, industrial engineering or closely related field; and
2. Two years relevant experience;
3. Certification(s) from the National Association of Safety Professionals (NASP) such as Certified Safety Administrator, or Certified Environmental Health and Safety Management Specialist are highly desirable;

Physical and Environmental Conditions:

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Spends 50% of the time standing, walking, or climbing stairs. Work may involve occasional moving/lifting of items of up to 40 pounds.

Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations and traffic signals when driving. May encounter aggressive human behavior. May require the need to occasionally work irregular hours. Position will require some travel throughout the library service area.

A valid Class C California Drivers license will be required at the time of appointment and as a condition for continued employment. A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the position.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

_____ _____

Employee Signature Date

Sacramento Public Library
JOB DESCRIPTION

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Human Resources Manager
Broadband
FLSA Status: Exempt
Designation: Unrepresented Management

Department: Human Resources
Date: 7/2010

Job Summary: Manages, recommends, plans, administers and develops Human Resource programs for the Library including but not limited to classification, compensation, recruiting, training, benefits, labor and employee relations, and compliance; directs the work of Human Resources professionals; and performs other duties as assigned.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

The Human Resources Manager is expected to perform the following essential functions, applying the Library's organizational values of trust, integrity, respect and excellence.

LEADERSHIP

1. Models behaviors that engender trust, loyalty and ensure the organization's continued vitality;
2. Articulates a strong vision of the future and the ability to obtain it;
3. Inspires others to reach for new heights;
4. Sets the tone and direction for the organization;
5. Articulates and models the values of the organization;
6. Establishes clear expectations and direction for employees to meet departmental and organizational goals; motivates and engages employees through effective communication;
7. Acts with integrity, honesty and professionalism in all interactions;
8. Leads through collaboration, team building, consultation, mentoring and coaching and models this leadership style for others;
9. Models the enthusiasm, hard-working attitude, competence and commitment to quality and growth expected from others.

MANAGERIAL

1. Develops and implements goals, objectives, policies and procedures for the effective operation of the department;
2. Measures and evaluates work processes, services and products to achieve goals;
3. Sets, communicates and achieves a standard of excellence for the department;
4. Works effectively with others within the department and across organizational boundaries;

5. Displays consistency in dealings and interactions with employees;
6. Delegates decision-making authority and/or task responsibility to others as appropriate to maximize the organization's and individual's effectiveness;
7. Sets clear performance expectations for staff, reviews progress, provides feedback and guidance; acknowledges and develops talent; holds others accountable;
10. Builds strong working relationships and a positive work environment;
11. Is receptive to feedback, willing to learn, and embraces continuous improvement.

HUMAN RESOURCES

1. Manages the functional areas assigned to Human Resources including, but not limited to, recruitment and selection, retention, classification, compensation, training, benefits, labor and employee relations and compliance;
2. Selects, assigns, supervises, coordinates, reviews, and evaluates the work of department staff;
3. Analyzes and evaluates the Library's classifications, compensation, benefits, and salary needs and consults with, advises, and makes recommendations to Executive Management;
4. Develops programs and recommendations concerning employee programs for review and adoption by Executive Management; presents reports and recommendations;
5. Plans and directs the Library's recruitment and selection program; directs preparation and conducting of oral, written, and other forms of job examinations and responds to examination appeals;
6. Consults with, advises, and makes recommendations to Executive Management in complying with Library Human Resources policies, procedures, rules and regulations or other administrative policies and procedures;
7. Provides supervision and professional or technical guidance to Human Resources staff;
8. Participates in the preparation of personnel rules, Board Reports, and Human Resources budget estimates; authorizes expenditure of appropriated funds;
9. In collaboration with Executive Management, participates in the strategic direction in Human Resources for the Library;
10. Provides exceptional customer service to those contacted in the course of work.

LABOR RELATIONS

1. Responds to questions or requests from recognized employee organizations and employees regarding Library policy application; alerts Executive Management timely to complex liability and employee issues and offers solutions and courses of action;
2. Manages and implements the Library's discipline process;
3. Reviews and coordinates process for appeals of formal discipline;
4. Prepares reports, correspondence, and assists with the memoranda of understanding;
5. Performs other duties as assigned.

MANAGERIAL COMPETENCIES

Managers at Sacramento Public Library are expected to possess the following competencies:

STRATEGIC ORIENTATION

Ability to link long-range vision and concepts to daily work using strategic analysis and planning in order to accomplish long term goals and meet the vision of the organization.

BUILDING PARTNERSHIPS

Ability to identify opportunities and build strategic relationships to facilitate the accomplishment of key objectives.

TECHNOLOGY MANAGEMENT

Ability to identify key advances in technology. Ability to adapt services in light of technological advances.

PROJECT MANAGEMENT
Ability to plan, monitor and control all aspects of a project including the motivation of all involved, achieving project objectives on time, to the specified cost, quality and performance.

MANAGING CONFLICT
Ability to deal with difficult and complex situations to resolve conflicts or tensions and achieve successful resolution while adhering to state/federal laws or regulations.

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures;
2. Pertinent federal, state and local laws, regulations and ordinances;
3. Principles and practices of public Human Resources administration including recruitment, selection, position classification and salary administration;
4. Effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions;
5. Library functions, procedures, policies and organization;
6. Current literature, trends and developments in Human Resources management.

Ability to:

1. Act as a representative of Sacramento Public Library to the public;
2. Utilize appropriate interpersonal styles and methods of communication to gain acceptance, cooperation or agreement of a plan, activity, and/or program;
3. Convey information clearly and concisely to groups or individuals either verbally or in writing;
4. Exercise sound judgment and make independent decisions;
5. Be proactive and take prompt action to accomplish objectives;
6. Initiate, facilitate, plan or implement change initiatives; support innovation and creativity; assist employees to accept and resolve challenges resulting from a dynamic environment;
7. Build personal accountability; take ownership for solving problems;
8. Prepare accurate and reliable reports containing findings, conclusions and recommendations;
9. Anticipate customers' needs and deliver services by focusing on the customer;
10. Respond to customers in a timely, accurate, courteous, respectful and friendly manner;
11. Maintain a calm atmosphere and effectively handle crisis situations which may occur.

Skill in:

1. Coordinating, facilitating and participating in a collaborative approach to the completion of tasks or assignments or to meet defined goals;
2. Analyzing problems or issues, evaluating alternatives and implementing changes;
3. Possessing attention to detail and follow through on tasks effectively and efficiently;
4. Setting and meeting goals and objectives, in short, medium and long terms;
5. Prioritizing and multitasking;
6. Developing and maintaining strong relationships with customers (internal and external);
7. Working independently and as part of a team.

Education and Experience:

1. Bachelor's degree from an accredited college or university in Human Resources, labor relations, business administration or closely related field; a Master's degree in the same is highly desirable;
2. Designation as a Senior Professional in Human Resources Management (SPHR) and/or International Public Management Association Certified Professional in Human Resources (IPMA-CP) is highly desirable;
3. Minimum five years of professional experience in Human Resources and labor relations, two of which must have included supervision and management of one or more Human Resources functions.

Physical and Environmental Conditions:

Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally seated, standing or walking at will. Requires repetitive motion in the operation of a computer. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires travel throughout the library service area as well as nationally. May require working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, or resolve situations or problems. There may be some exposure to angry or hostile individuals.

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Sacramento Public Library
JOB DESCRIPTION

Service Philosophy: *Customers are the library's first priority. Staff:* ***understand*** *service through the lens of the customer;* ***deliver*** *service with respect;* ***make*** *decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

Human Resources Technician
Grade: 5
FLSA Status: Non-Exempt
Designation: Unrepresented Confidential

Department: Human Resources
Date: July 22, 2010

Job Summary: Performs paraprofessional technical, analytical, and administrative human resources work in areas of classification, compensation and benefit administration, recruitment, and human resource information systems (HRIS);

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Provides high level administrative support to the Human Resources Manager, assisting the department manager in various Human Resources related tasks;
2. Provides technical and administrative support to the classification and compensation program; collects, compiles, and analyzes salary/benefit data, organizes and presents information; responses to survey requests;
3. Researches, prepares, analyzes, maintains and presents a variety of iterate and ad hoc reports such as overtime, leave usage, positions, and employee data;
4. Streamlines, designs or revises format of forms, procedures, manuals, and guidelines;
5. Assists and/or coordinates various Human Resources and/or Library programs;
6. Assists with developing, coordinating and recommending changes for improvement of workflow in processes, programs, and projects;
7. Maintains HR department webpage;
8. Works collaboratively with managers and departments throughout the Library to assemble information for special projects, or to respond to requests by outside agencies;
9. Updates, maintains, and audits the Human Resources Information System (HRIS); reviews all HRIS download updates from the vendor and makes recommendations for full utilization of the software; provides technical support to staff as required;
10. Responds to employee questions and resolves employee issues on a variety of HR policies, programs or procedures;
11. Maintains and audits personnel files;
12. Develops and maintains positive relationships with other staff and members of the public;
13. Keeps abreast of HR practices and trends by attending workshops and educational programs, and reading periodicals and specialized literature; recommends more efficient practices;
14. Requires regular and punctual employee presence;
15. Acts as a representative of Sacramento Public Library to the public;
16. Attends meetings and events; participates in various committees when needed; and
17. Performs other related duties as assigned.

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures;
2. General office processes, activities, methods and equipment;
3. Proper English usage, spelling, grammar and punctuation;
4. General knowledge of HR practices and principles and the ability to accurately interpret them to staff;
5. Knowledge of Microsoft Office Suite, the Internet, e-mailing systems, and relevant HRIS systems.

Ability to:

1. Maintain strict confidentiality;
2. Effectively and efficiently organize, track, and maintain personnel records and other relevant documentation;
3. Research and present moderately complex information;
4. Successfully communicate, orally and in writing, with other staff members and members of the public;
5. Establish and maintain effective working relationships with other staff and work as a team;
6. Understand the customer's needs and deliver services by focusing on the customer;
7. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
8. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
9. Possess attention to detail and follow through on tasks effectively and efficiently;
10. Establish priorities and organize workload effectively and efficiently while paying attention to detail and accuracy, and complete assignments within a dynamic and fast-paced environment;
11. Maintain a pleasant and productive working atmosphere;
12. Work with minimal supervision; and
13. Keep relevant parties informed of all major issues and to recommend changes as appropriate.

Skill in:

1. Operating relevant computer systems, including hardware and software, and office machines.

Education and Experience:

1. Three or more years of increasingly responsible office administrative experience including a minimum of one year of paraprofessional support in a human resources environment; and
2. Equivalent Associates Degree from an accredited college or university with major course work in human resources, public or business administration or a closely related field;
3. Or a Bachelor's degree from an accredited college or university with major coursework in human resources, public or business administration, or a closely related field may substitute for the required experience.

Physical and Environmental Conditions:
Work occurs in a normal office environment with acceptable lighting, temperature and air conditions. Sitting for extended periods of time viewing a computer monitor and detailed data. Requires repetitive motion in the operation of a computer.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, and meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

A valid Class C California Drivers License may be required for some positions at the time of appointment.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

_____ _____
Employee Signature Date

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Sacramento Public Library
JOB DESCRIPTION

Service Philosophy: *Customers are the library's first priority. Staff:* ***understand*** *service through the lens of the customer; deliver service with respect; make decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

Deputy Library Director
Broadband
FLSA Status: Exempt
Designation: Unrepresented Management

Department: Administration
Date: 07/2010

Job Summary: Assists and supports the direction, planning and operation of the Sacramento Public Library. Additional responsibilities include the oversight and direction of library projects on behalf of the Library Director and Authority Board. This position may be assigned permanent or temporary supervision and management of the work and staff of library departments or units as needed. Will serve as, and perform the duties and responsibilities of the Library Director in the Director's absence.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

ESSENTIAL FUNCTIONS

1. Assists the Library Director in the work of planning and operating the library, providing leadership and support to library and operational services.

2. Participates in the strategic and long range evaluation and planning for the library and its programs of service and operation, conducts research and analysis and prepares system-wide briefs and reports in support of library programs and operations; manages system-wide projects; and participates in the budget process.

3. Participates in developing and monitoring budgets; planning and coordinating library system operations; coordinating major projects; and providing leadership towards the Library's mission. Serves on other library committees and task forces as assigned or directed.

4. Ensures that library mission, vision and values are maintained and develops and explains/interprets policies to staff and public, resolving related and/or non-routine issues as they arise and advising/recommending courses of action for library patrons in violation of library policies and practices.

5. Represents the Library Director and Sacramento Public Library as assigned; attends meetings on behalf or at the request of the Library Director; serves as a liaison between the library and cities, community, county and state agencies; attends professional organization conferences and meetings at the national, regional, state, and local levels.

6. Develops strategic partnerships with JPA member agencies, local jurisdictions, community organizations, foundations and other relevant stakeholders.

7. Serves/performs as the Library Director in his/her absence, performing the duties and responsibilities of the Library Director as outlined in the Library Director's job description.

8. Oversees departments and units as needed to maintain the smooth operation of the library, including planning, oversight and direction of a department/unit and recruitment, supervision and evaluation of personnel.

9. Participates in the planning and development of building programs and capital improvement projects for new and remodeled facilities.

10. Keeps informed of technological and professional trends in library services and administration and management; participates in professional activities (trainings, workshops, etc.) to improve the delivery of library service; recommends appropriate innovations; develops and implements new procedures.

MANAGERIAL COMPETENCIES

Managers at Sacramento Public Library are expected to possess the following competencies:

STRATEGIC ORIENTATION

Ability to link long-range vision and concepts to daily work using strategic analysis and planning in order to accomplish long term goals and meet the vision of the organization.

BUILDING PARTNERSHIPS

Ability to identify opportunities and build strategic relationships to facilitate the accomplishment of key objectives.

TECHNOLOGY MANAGEMENT

Ability to identify key advances in technology. Ability to adapt services in light of technological advances.

PROJECT MANAGEMENT

Ability to plan, monitor and control all aspects of a project including the motivation of all involved, achieving project objectives on time, to the specified cost, quality and performance.

MANAGING CONFLICT

Ability to deal with difficult and complex situations to resolve conflicts or tensions and achieve successful resolution while adhering to state/federal laws or regulations.

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

1. Act as a representative of Sacramento Public Library to the public;
2. Thorough knowledge of modern library operations, services, and activities; knowledge of current trends and innovations in library services, policy and information delivery, including emergent technologies;
3. Significant experiences with the principles and practices of goal setting and long-term and strategic planning;
4. Demonstrated experience in grant seeking, development and management;
5. Comprehensive knowledge and experience in budget preparation and administration;
6. Thorough knowledge of the principles and practices of intellectual freedom and the Library Bill of Rights;
7. Plan and direct the work of the library staff and volunteers engaged in carrying out generalized and specialized library functions;
8. Excellent written and oral communication skills;
9. Ability to establish and maintain effective working relationships with community groups, community partners, elected officials and library customers;
10. Anticipate customer needs and deliver services by focusing on the customer;
11. Demonstrates tact in responding to customer concerns, responding in a timely manner;
12. Possess attention to detail and follow through on tasks effectively and efficiently;
13. Take ownership for solving problems, regardless of assigned responsibility;
14. Build personal accountability;
15. Set and meet goals and objectives in short, medium and long terms;
16. Analyze complex problems or issues, evaluate alternatives, and implement changes;
17. Take a leadership role in modeling and promoting organizational values across the library system and as a representative of the library to the community;
18. Prioritize and multitask;
19. Maintain a calm atmosphere and effectively handle crisis situations which may occur;
20. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others;
21. Set, model, and maintain a positive work environment;
22. Communicate effectively and courteously with other staff and members of the public;
23. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

Education and Experience:

1. Master's degree in Library Science from a school accredited by the American Library Association;
2. Minimum six years of professional library experience required, two years of which must include senior level management and administrative experience; and three years of supervisory experience required;
3. Demonstrated skills in managing financial responsibilities of an organization.

Physical and Environmental Conditions:

Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally in a seated position, with standing or walking at will. Requires repetitive motion in the operation of a computer. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires travel throughout the library service area as well as nationally. Requires working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, or resolve situations or problems. There may be some exposure to angry or hostile individuals.

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.