



**CITY OF SANTA CLARA**  
invites applications for the position of:

# Library Program Coordinator - Reference

**SALARY:** \$47.52 - \$60.80 Hourly  
\$8,237.00 - \$10,538.00 Monthly  
\$98,844.00 - \$126,456.00 Annually

**OPENING DATE:** 11/06/20

**CLOSING DATE:** 11/20/20 04:00 PM

**EXAM WEIGHT:** 100% Oral

**TENTATIVE EXAM INFORMATION:** The first interviews are tentatively scheduled for December 16 - December 17, 2020. Second interviews are tentatively scheduled for January 7 - January 8, 2021.

**DESCRIPTION:**

**The City of Santa Clara's Library Department is hiring for the position of Library Program Coordinator!**

Applications must be filled out completely. Please do not substitute "see resume" or "see personnel file" in the employment section of the application. To receive consideration for this position, candidates must submit a **1) City Employment Application, 2) Resume, 3) Cover Letter, and 4) Supplemental Questions as applicable**, no later than 4:00 p.m. on the final filing date (**Friday, November 20, 2020**). Incomplete applications will not be accepted.

**Library Department**

The Library Department has positioned itself as a dynamic community hub, providing access to information, literacy resources, educational programming, and promotes civic engagement to the Santa Clara community. The Library Department is organized into seven divisions: Administration, Adult Services, Branch Services, Customer Services, Facilities, Technical and Technology Services and Youth Services.

This is a professional position for the Library Department in Adult Services and the successful candidate will possess the following:

- Ability to communicate clearly verbally and in writing,
- Detailed oriented and the ability to manage information in an organized manner,
- Ability to develop and implement adult services programs,
- Ability to analyze data and budget trends and themes,
- Ability to work with multiple departments to respond to inquiries or requests,
- Ability to lead and supervise various staff including Librarians and other Library staff including volunteers,
- Ability to manage multiple timelines and track response due dates,
- Ability to act as a liaison between community programs, services, and community members,

- Ability to present various reports and presentations for public meetings, and
- Ability to establish and maintain relationships with key stakeholders, the general public, and other governmental representatives.

Incumbents in this position will need to be collaborative, innovative, enthusiastic individuals with great interpersonal skills to deliver high quality services that meet the community's needs. This position requires strong leadership skills, considerable initiative, possess a high capacity to meet work demands, and independence in making judgment to assist in leading strategic department initiatives.

The Library Program Coordinator - Adult Services is a professional position in the classified service responsible for a specialized program area, coordinating staff activities, collections, or computer services, assigning, reviewing, and supervising the work of library staff, and is part of the Library's Management Team. Specific knowledge of a program area is required.

### **TYPICAL DUTIES:**

Duties include, but are not limited to the following:

Under general direction:

- Coordinates and schedules work of adult services staff
- Coordinates unit projects
- Supervises provision of a full range of reference and information services to patrons both in person and by telephone using a full range of print, online, and electronic resources
- Monitors developments in the field of public library reference and adult services
- Monitors developments in online reference and communication, and the use of electronic information products in the library field
- Plans, develops, coordinates, and evaluates the activities of a library program unit
- Coordinates activities of program unit with other divisions in the library
- Participates in the development and implementation of written library and program unit goals and objectives, budgets, policies and procedures, and interprets them to the staff and public
- Participates in the development of individual and program unit work plans
- Analyzes library operational procedures related to activities of a program unit and makes recommendations for improvement
- Responds to community information needs
- Participates in the selection of personnel
- Fosters an environment of teamwork within the division and throughout the library
- Oversees tasks performed by the team
- Ensures consistency of service standards
- Resolves conflicts among team members
- Assists in setting individual and team goals
- Participates in budget preparation and administration
- Coordinates with other library staff to plan for the best use of resources
- Maintains records and prepares reports, computer data, special studies, and correspondence as directed
- Performs professional library duties including reference and reader's advisory, cataloging, collection development, and programming for library patrons of all ages
- Responsible for selection and de-selection of materials in assigned subject areas
- Prepares publicity, displays, and bibliographies
- Serves as a member of the Library Management Team
- Represents the library with groups, organizations, committees, and at professional meetings and workshops
- Plans and conducts regular staff and/or committee meetings
- Provides reference services and research assistance for adults and students
- Coordinates adult programs and classes
- Performs other related duties as assigned

**MINIMUM QUALIFICATIONS:****EDUCATION AND EXPERIENCE****Minimum Requirements:**

- Possession of a Master's Degree in Library/Information Science from an American Library Association accredited library school and
- Three (3) years of increasingly responsible professional library experience and
- Knowledge of standard reference sources, as well as classic literature, popular genres, and current publishing trends for adults is required and
- Experience in providing public library reference service using a variety of sources and information formats, including electronic formats is required

***Desirable Qualifications:***

- Experience scheduling staff, coordinating the work of others, and management of a significant project is desirable
- Supervisory experience of professional, paraprofessional, page, or volunteer staff is desirable
- Knowledge of Innovative Interfaces Millennium Library Services Database is desirable

**LICENSE**

- Possession of an appropriate, valid California driver's license is required at time of appointment and for the duration of employment

**OTHER REQUIREMENTS**

- Performs physical tasks, such as lifting and moving library materials and equipment weighing up to 10 lbs., stooping, reaching, kneeling, and walking up and down stairs
- Must be able to perform all the essential functions of the job assignment
- May be required to work evenings and weekends

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Current practices of public library services for adults
- Resources for performing difficult reference and research work
- Standard reference sources, as well as classic literature, popular genres, and current publishing trends
- Community information and recreation needs for library materials
- Public library principles, organization, objectives, trends, materials, services, and practices
- Library's intranet and internet services, including the library website, on-line resources, and social networking activities
- Windows based operating systems and standard office software
- Computer peripheral devices and audio-visual equipment
- Role of computerized bibliographic databases and searching techniques, online public access catalogs, and integrated library systems
- Reference interviewing techniques, strategy, and tools
- Adult literature and materials
- Principles of selection, de-selection, and evaluation of library collections
- Principles and practices of team building
- Principles and practices of participative management

**Ability to:**


- Develop and apply library procedures and policies and other professional knowledge to the practical problems of the job
- Navigate and teach the use of Internet and online resources for reference and research
- Establish and maintain courteous and effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Analyze and respond to community interests and concerns regarding library collections and

services

- Exercise independent, sound judgment particularly in stressful situations
- Maintain confidentiality regarding sensitive information
- Communicate clearly, both orally and in writing
- Plan, organize, and supervise the work of professional, paraprofessional, page, and volunteer staff
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Assign, train, and evaluate the work of professional, paraprofessional, page, and volunteer staff
- Exercise leadership
- Listen effectively
- Understand budgeting procedures, accounting practices, and computerized financial systems
- Plan and create library programming and promotional materials
- Use computer applications in a library setting
- Foster an environment of cooperation and shared responsibility
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties
- Lift and carry library materials and equipment weighing up to 10 pounds

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.santaclaraca.gov>

Position #35-20-534B  
 LIBRARY PROGRAM COORDINATOR - REFERENCE  
 PT

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 Fax: 408-985-0667 

[humanresources@santaclaraca.gov](mailto:humanresources@santaclaraca.gov)

Equal Opportunity Employer

### **Library Program Coordinator - Reference Supplemental Questionnaire**

- \* 1. Please select how you meet the minimum qualifications for the position:
- I possess at least a Master's Degree in Library/Information Science from an American Library Association accredited library school AND at least three (3) years of increasingly responsible professional library experience and knowledge of standard reference sources, as well as classic literature, popular genres, and current publishing trends for adults is required and experience in providing public library reference service using a variety of sources and information formats, including electronic formats.
- I do not possess the minimum qualifications for this position.
- \* 2. Please describe how you meet the minimum qualifications including name of employer, length of employment, and responsibilities.
- \* 3. Please describe your experience and role in implementing change for strategic department initiatives. Specify the initiative, how you measured and evaluated success, and how you were able to take into consideration the needs of the community.
- \* 4.

Describe your experience supervising and managing various professional and volunteer staff. Specify the years of experience and how you have trained, supervised, and evaluated assigned staff for their work

\* Required Question