

Assistant Director of Community Libraries

JOB TITLE: Assistant Director of Community Libraries

FLSA STATUS: Exempt

GRADE: 43

DEPARTMENT: Public Services

APPROVED DATE: 01/1998

REVISED DATE: 1/2021, 02/2022, 01/2024

Job Summary

Manage the operation of a group of community-based libraries to ensure the effectiveness of their operations and services to customers and communities of the district. Evaluate and monitor public accessibility of resources to determine and remove barriers ensuring inclusive library access to all customers, work with people from diverse backgrounds, build and maintain relationships with library stakeholders and community leaders, and identify ways to best meet diverse customer needs. Work closely with the Service Coordinator(s) to establish and sustain a unified vision of a community of practice in an assigned area.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

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

1. Support community library managers in the operations of community libraries.
2. Coordinate the development and implementation of a positive experience for customers at all Sno-Isle community libraries, which includes:

- Customer service standards,
 - Facility standards,
 - Community engagement.
3. Coordinate an assigned community of practice, which includes:
 - Sustaining a unified vision for assigned service areas,
 - Supporting community library staff activities in assigned service areas,
 - Creating a positive experience for members of the community of practice.
 4. Coordinate effective communication to community library staff.
 5. Support the work of Library Managers in effective community relations including presentations to community organizations, and negotiations with local government officials.
 6. Perform community engagement activities at the regional level, which may include board membership, meeting attendance, and relationship building.
 7. Responsible for leadership development within community libraries and services and for fostering collaborative and cross-departmental work.
 8. Provide effective direction to assigned staff to assure the quality and efficiency of public service for the library. This includes such actions as interviewing, selecting, and training staff; scheduling and assigning staff to tasks and services to assure optimum service levels and uses of staff skills and abilities; coaching staff and arranging for or giving continuing training to enhance their capabilities and to enhance quality of service; applying Library District personnel policies and procedures to such matters as granting and scheduling leave, resolving grievances and discipline matters; and promoting and terminating staff members.

Community of Practice Areas

Digital Experience and Emerging Services

Facilitates the work of the Digital Experience Team in collaboration with the Strategic Services department.

Programming and Youth Services

Facilitates the work of the programming in collaboration with community libraries and community of practice staff, which may include system-wide programming such as summer reading, and system-wide program support infrastructure. Facilitates the work of the early literacy community of practice in collaboration with community library staff and community of practice staff, which may include story times, programming, and services for young children.

Facilitates the work of the School Aged services community of practice in collaboration with community libraries and staff, which may include homework help, and programming, and services

for school-age children. Promotes the work of the Teen/ Tween Services in collaboration with community libraries and staff which may include programming, and services for teen and tweens.

Community Outreach Adult Services and Community Engagement

Facilitates the work of the adult services in collaboration with community libraries and community of practice staff, which may include business services, information services, continuing education, and readers' services. Coordinate the development and implementation of a positive experience for customers at all Sno-Isle community libraries, which includes customer service standards, facility standards, and community engagement.

Perform community engagement activities at the regional level, which may include board membership, meeting attendance, and relationship building

Additional Duties and Responsibilities

1. Deliver presentations to a variety of groups and officials.
2. Assist with special projects as required.
3. Attend meetings, trainings, and workshops as assigned.
4. Train new staff as needed.
5. Perform other duties as assigned.

Supervision

The position reports to the Director of Community Libraries. The incumbent directs the work of Library Manager and Service Coordinators in their supervision of a full range of library work. They may direct the work of eight or more staff.

Knowledge, Skills, and Abilities

1. Thorough knowledge of library operation and administration.
2. Thorough knowledge of Library District policies and procedures.
3. Thorough knowledge of public/community relations policies and methods.
4. Strong customer service and communication skills.
5. Strong organization and attention to detail.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.

7. Ability to work independently and to set priorities.
8. Ability to supervise the work of others in a manner that enhances their performance and assures quality public service.
9. Strong background in handling personnel issues.
10. Ability to communicate effectively with diverse audiences.
11. Ability to make presentations to a variety of public groups.
12. Ability to handle and resolve customer issues effectively.
13. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
14. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.
15. Ability to travel to community libraries, community events, and various other sites.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. These skills and abilities typically are acquired through a combination of experience and training including a Master's degree in Library Information Science from an ALA-accredited college or university. Must provide a Washington State Librarian certificate within 60 days of hire.
2. At least six years of related practice in librarianship.
3. At least two years of experience in supervision.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work of incumbents is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended

periods of time. The incumbent may occasionally move objects or materials weighing up to 25 pounds.

The incumbent must regularly communicate with coworkers and members of the public. The work of the incumbent may involve hostile, disruptive, or disgruntled members of the public. These conditions are not deemed to be inherently dangerous but may be disagreeable on occasion. Incumbents are required to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Activities sometimes occur outside the regular business day including evenings and weekends and require travel to branches and other locations within the Library District's two-county service areas to meet with public groups and library staff. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.