

FINAL

Yakima Valley Libraries
Public Library Services Director
FLSA: Exempt

Job Purpose and Summary

This position requires an energetic, strategic thinker with an eye to the future, an exceptional collaborator, and an innovator. Will collaborate with the Library Director to oversee the delivery of system-wide services to Library patrons and the implementation of the Library's service priorities; and with the managing librarians to shape and implement the goals of public services. Will participate extensively in system-wide initiatives, represent the Library to the public, and will lead staff efforts to create excellent and engaging patron experiences through the design and delivery of library services.

Will oversee, guide and direct managing librarians and other staff in the delivery of system-wide programs and services. Will also oversee, guide and direct staff on standards of public service, including the evaluation of the effectiveness of system-wide programs, services and events.

Will assess and recommend changes in system-wide patron services to the Library Director, consistent with the Library's program of service and strategic goals and objectives. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general direction from the Library Director. Exercises direct supervision over managerial, supervisory, professional, technical, clerical or volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges customer's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with customers, and verifies that customer's needs are met.

2. Develop and evaluate library services and operations. Continually assess the public's needs and interests, and work collaboratively with administration, managers, and staff to develop responsive program and service strategies that meet traditional and non-traditional use patterns in new and innovative ways. Provide leadership and participate

FINAL

fully in the development of the Library's overall public services planning. Acquire and analyze information and develop reports and recommendations assessing current services and supporting development of new services and program initiatives.

3. Manage staffing. Select, develop, motivate, evaluate and direct the work of assigned staff, both directly as well as through subordinate supervisors. Develop and implement staffing models and plans to support service goals. Provide general staffing administration and support managers in the coordination and supervision of staff. Engage in teambuilding and model and develop the competencies of managers and staff. Monitor and track staffing activities and maintain required systems and records. Develop staffing budgets, reports and studies as needed. Coordinate staffing activities and development with administration, human resources, and managers.

4. Manage and develop operational systems. Assist managers in evaluating and continually improving systems for the management of essential operations, analyzing resource needs, and directing staff effectively to support Library objectives. Coordinate library and individual work plans with overall priorities and objectives. Plan for and develop regular status reports. Conduct analytical studies and develop narrative materials. Assist the Library Director with long range planning, including setting goals and recommending strategies.

5. Manage projects. In collaboration with the Library Director, assist zone managers in setting short- and long-term objectives, and planning and implementing zone and individual projects. Represent the Library Director at project-related meetings and ensure timely communication between zones, administrators, committees and other stakeholders. Create and maintain project information and communications and make formal and informal project-related presentations to individuals and groups. Develop and monitor project budgets.

6. Manage budgets. Assist with developing operations, staffing, project and other budgets and coordinating them with overall public service budgets. Monitor expenditures and develop financial reports and studies. Assist with annual budget planning. Assist with financial or resource planning for major projects and managing purchasing. Compile and analyze statistics and other data.

7. Represent the Library to the public. Participate in community activities, identify and build on collaborative opportunities, establish and maintain relations with community partners and stakeholders, and support managers and staff in responding to public concerns and interests.

8. Participate in the development and/or maintenance of library services policies, guidelines and practices. Stay abreast of changes in the library profession that will support the service delivery changes proposed by the Library. Seek out best practices of other library systems, as appropriate, and analyze their potential application at the Library. Maintain a continual practice of process improvements to gain efficiencies in work processes.

FINAL

Qualifications

1. Master of Library Science degree and/or equivalent State of Washington Librarian certificate.
2. Experience equivalent to a minimum of five (5) years in fields using the required knowledge, skills and abilities, including three (3) years in Library administration at the program management or administrator level.
3. A valid Washington driver's license.

Knowledge of:

1. Excellent leadership and management skills, including a successful track record of managing library services and staff through significant change. Must be familiar with current professional trends and issues in public library services and management.
2. Knowledge of and experience with principles and methods of organizational administration, including staffing administration, budgeting and analysis, communications, and records management.
3. Knowledge and understanding of personnel and labor relations principles, policies and procedures. Ability to apply such principles, policies and procedures in the performance of job duties.
4. Knowledge of and experience in implementing, providing and evaluating a broad range of library services such as reference, information, reader's advisory, outreach, and programming.
5. Knowledge of and experience in implementing, providing and evaluating a broad range of library access services such as collection management, collection access, and library technologies and operations.
6. Library computer systems and applications including circulation software, the Internet, on-line databases, and email.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Excellent written and verbal communication skills, including written and formal communications and presentation skills.

FINAL

3. Analyzing problems, resolving problems, and dealing with unique situations.
4. Using independent judgment and discretion in a wide variety of situations.
5. Keyboard or enter data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.
3. Work with group and team dynamics, and the ability to supervise, motivate, persuade and negotiate with diverse individuals and groups.
4. Assess and recommend new and improved policies, processes and procedures, and the ability to effectively implement same
5. A commitment to meeting the needs of a diverse county and staff consistent with the Library's mission and strategic priorities.
6. Establish and maintain positive working relationships with staff and the public.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
8. Analyze complex problems, evaluate alternatives, and implement changes.
9. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
10. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
11. Operate relevant computer systems, including the integrated library system, hardware, software, and office machines.
12. Able to work any day the library system is open, including evenings and weekends.
13. Obtain and maintain a Washington driver's license.
14. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing, or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. Upon occasion. Pushing/moving library materials weighing up to 120 lbs. with mechanical assistance, such as a cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.
6. Travel alone within service area may range over 120 miles in a day.
7. Early morning, evening, and weekend work as required.

Signature

Date