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| Position: | ASSISTANT DIRECTOR |
| Type: | Full-time |
| Classification: | Exempt |
| Reports to: | Director |
| Pay Grade: | 34 |

POSITION SUMMARY

Oversee and manage library public service operations collaboratively with, and in the absence of, the director. Coordinate and supervise the operations of the Adult Services, Youth Services, Digital & Maker Services, and Circulation departments professionally and in accordance with the law, and the policies and procedures of the library district. Duties include: personnel, budget, planning, scheduling, patron satisfaction, and conflict resolution. As a member of the Leadership Team, this position attends weekly meetings and participates in overall strategic planning and policy development.

ESSENTIAL RESPONSIBILITIES

- Interview, hire, train, supervise, coach, and evaluate staff while providing guidance, support, and leadership. Assist in other hiring decisions as required.
- Develop goals that correlate with the library’s mission and strategic goals for each department supervised.
- Work on library-wide projects, initiatives, and issues as a key member of the Administration Team in collaboration with the director and human resources manager.
- Assist with the annual budget preparation process as well as assist with creation, evaluation, and revision of mission-critical documents including: tax levy, budget & appropriation ordinance, strategic plan, disaster plan, and library policies.
- Create reports, surveys, manuals, and other informational documents.
- Work collaboratively and meet regularly with managers and others to coordinate the provision of public services.
- Recommend, develop, and implement solutions to improve and enhance district-wide services and operations.
- Oversee, coordinate, and manage budget for both print and digital collections for library.
- Oversee and coordinate learning experiences and curriculum for patrons and staff.
- Serve as person-in-charge person as scheduled, and in absence of the director.
- Remain informed about state and federal statutes and guidelines which may impact library operations and service.

- Attend regular and special meetings of the Board of Library Trustees.
- Gather, analyze, and report statistical data for staff and the Board as assigned.
- Understand and enforce the library's policies and procedures while safeguarding confidential and restricted information.
- Communicate all library current events/news as well as any procedural or policy changes to all appropriate staff. Plan, schedule, and facilitate regular meetings, and communicate meeting objectives to staff who cannot attend.
- Seek ways to incorporate process improvements.
- Ensure that staff consistently provide accurate, friendly, courteous service and assures a positive library experience.
- Promote the library by participating in one or more community organizations.
- Participate in overall planning processes as a member of the library's Leadership Team.
- Participate in professional development by attending appropriate conferences, meetings, workshops, and seminars in order to maintain current expertise in appropriate areas.
- Participate in library meetings and serve on library committees as assigned.
- Create and maintain a welcoming environment for patrons and staff by fostering a culture of inclusion.
- Perform other duties as assigned by the director.

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong relationships with colleagues and community members.
 - anticipate and creatively solve problems with a flexible mindset.
 - positively adjust to change.
 - think strategically about the library's role providing services to the community.
 - gather, analyze, and use meaningful data in decision-making processes.
 - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff.
 - coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills.
 - work independently while also flexible to work collaboratively in a team setting.
- Commitment to and demonstrated success discussing, integrating, and promoting inclusion, diversity, equity, and accessibility.
- Understanding of, and commitment to, library values and ethics (ex. confidentiality/privacy, intellectual freedom).
- Ability to demonstrate thorough knowledge of library services and operations.
- Ability to fairly and effectively supervise staff and delegate duties as needed.
- Ability to demonstrate superb communication skills both verbal and written.
- Ability to work with efficiency, skill, accuracy, and appropriate speed.
- Knowledge of and ability to carry out library policies and procedures.
- Ability to understand budgets and work within the specified financial framework.

- Ability to use technology and relevant software programs to analyze records and statistics.
- Ability to use sound judgment and reasoning in resolving issues and in making decisions for library.
- Ability to make fair and impartial business decisions that will result in the overall good for the library.
- Demonstrate awareness of library resources, practices, policies, and procedures.
- Communicate effectively in English, both orally and in writing.
- Ability to read and understand written information and instructions.
- Ability to adapt communication style.
- Ability to use good judgment following procedures in support of library policies.
- Ability to empathize and relate to staff needs, exploring beyond the initial question to determine the actual information desired.
- Ability to work effectively and courteously with the public and staff in person, on the telephone, via email, and online.
- Ability to work efficiently and calmly during busy periods and with frequent interruptions.
- Ability to provide excellent customer service at all times.
- Ability to prioritize and manage multiple projects concurrently and efficiently organize work.
- Ability to exercise initiative and to make appropriate independent decisions.
- Ability to work in a supportive manner with colleagues and the Board.
- Ability to consistently complete and follow-up on tasks.
- Ability to handle emergency situations in a calm, capable manner.
- Knowledge of physical organization of the building and functions of the various departments within the library.
- Ability to type and enter data into computer accurately.
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications as required.
- Knowledge of Windows computing platform and Microsoft Office software suite.
- Ability to demonstrate broad practical experience with integrated library systems software and subscription databases.
- Knowledge about and/or experience communicating via social media channels.
- Ability to troubleshoot minor problems with computers and peripherals.
- Ability to demonstrate ease and comfort with emerging technologies.

QUALIFICATIONS

- Minimum of 5 years related experience in a public library, including a minimum of 3 years of managerial experience required.
- ALA accredited MLS/MLIS required.
- Exceptional customer service skills required.
- Proven project management experience.

- Schedule includes daytime, evening, and weekend hours.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Physical ability to sit, stand, stoop, and kneel for extended periods of time.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing up to 75 pounds.

Wilmette Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the library will review a reasonable request for accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

I understand this job description and the responsibilities and qualifications required to fulfill the position. I also understand that the job functions may change as the needs of the library evolve.

Employee's Signature

Date