

Henry County Library System

Job Title: Assistant Director for Public Services

FLSA: Exempt

JOB SUMMARY:

This position is responsible for services to the library system's direct customers, including circulation, information, and reader's advisory, programming, and special services. Plans, analyzes, and develops services, policies, and procedures that meet the needs of the diverse population comprising the system's service area.

ESSENTIAL DUTIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Administers customer service functions in support of excellent service for the system's direct customers through planning and analysis of services and facilities, development of user-friendly policies and procedures, and optimal allocation of staff.
- Directly supervises Branch Managers, ensuring the delivery of excellent customer service by setting clear expectations, coordinating assignments, and providing ongoing coaching and feedback for improved job performance and problem resolution.
- Participates in development of system's annual budget.
- Communicates with customers who have questions or concerns about library practices and services, with the aim of solving a problem, soliciting feedback, educating the customer about the library's role and constraints, and providing a positive impression of the system.
- Engages in community outreach to introduce the community to library resources and
- ascertains needs of the community to shape future library services.
- Involved in administrative decision-making and goal setting for the system through participation in meetings with Branch Managers, Assistant Director for Technical Services, the Director, Assistant Director for Collection Development, and other staff members.
- Makes presentations and recommendations to the Library Board concerning customer service activities, practices and policies.
- Attends professional meetings and those which promote the visibility and participation of the library system in the community.
- Develops, writes, and implements Grants from state and other sources.
- Develops, in coordination with the Director and appropriate Board of Trustees committees, policies and procedures for the Library System.
- Submits various reports, both on a recurring basis and as needed, detailing the System's operation to the Director and Board of Trustees.
- In coordination with the Branch Managers, ensures that needed repairs and maintenance of the System's buildings are accomplished as needed.
- Participates in all in-house training opportunities. Seeks and completes professional de-

- velopment and continuing education opportunities.
- Using Branch Narratives; develops a Branch Activity Report for the Board.

REQUIRED KNOWLEDGE AND SKILLS:

- Knowledge of sound public library practices.
- Knowledge of library system philosophy, policies and procedures.
- Knowledge of budget preparation process.
- Knowledge of vendor operations.
- Knowledge of collection management.
- Knowledge of current trends in information delivery.
- Skill in verbal and written communication.
- Skill in supervisory techniques, to include delegating and effective decision making.
- Skill in problem solving.
- Skill with computers utilizing word processing, spreadsheet, and e-mail functions.

SUPERVISORY CONTROLS:

The Assistant Director provides administrative direction with assignments in terms of broadly defined missions and functions. Serves as the direct supervisor of Branch Managers.

SUPERVISORY RESPONSIBILITIES:

Direct supervision of Branch Managers. Indirect supervision of Branch staff.

Be able to assume the responsibilities of the Library Director in the event that the library Director is absent due to illness, vacation, or cannot be contacted.

GUIDELINES:

Written guidelines include system policies and procedures manuals. The incumbent is required to interpret policies/procedures in determining which guidelines apply in given situations. Decisions are frequently required for which no guidelines exist.

COMPLEXITY:

Rapid change and growth throughout the system, as well as the variety of duties and projects which must be managed simultaneously, complicate the work. Situations frequently occur which require the incumbent to use professional judgment and diplomacy to quickly resolve internal problems and respond to customer concerns.

SCOPE AND EFFECT:

The purpose of the work is to direct the system's customer service staff in providing library service to the public within the framework of the system's philosophy and policies, and to ensure that branch resources and services meet the needs of our customers. Successful implementation of the work results in efficient, effective, and professional delivery of the services desired by the library's customers.

PERSONAL CONTACT:

Contacts are typically with coworkers, library customers, other information professionals, Library Board members, members of community agencies, and county government employees. Must have an outgoing personality and be able to verbalize the value and needs of the library to the community.

PURPOSE OF CONTACT:

The purpose of contact is typically to give and exchange information, resolve problems, plan, direct, coach or motivate.

PHYSICAL DEMANDS:

The job typically involves sitting at a desk or table. Travel is required. Will be required to work at different locations and also some nights and weekends. May involve walking, standing, lifting and pushing/pulling. Requires manual dexterity.

WORK ENVIRONMENT:

Work is typically performed in an office or library. Must attend community meetings on behalf of the Library System. Must be able to attend functions throughout the county on weekends and nights.

CONTINUING EDUCATION:

Completes continuing education classes as assigned; seeks and pursues professional development opportunities with supervisor approval. Shows initiative in improving and expanding professional skills.

MINIMUM QUALIFICATIONS:

- Education requirements include a Masters Degree in Library Science or Library and Information Management from an accredited program.
- A professional librarian's certificate from the State of Georgia, grade 5 or higher.
- Experiential requirements include five years supervisory and administrative experience in public libraries, two years customer service experience in a public library, or any combination of education and experience providing the required knowledge and skills.
- Valid Georgia driver's license.