



Wilmette Public Library
Job Description

Position:	ASSISTANT DIRECTOR
Type:	Full-time
Classification:	Exempt
Reports to:	Director
Pay Grade:	12
Updated:	10-21-2021

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 Services, Circulation, and Shelving/Switchboard 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 will attend weekly meetings and participate 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 strategic goals and mission 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 HR Manager.
- Assist with the annual budget preparation process as well as assist with creation, evaluation, and revision of mission-critical documents such as: tax levy, budget & appropriation ordinance, strategic plan, privacy audit, 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 technology applications 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.

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- Remain informed about State and Federal statutes and guidelines which may impact Library operations and service.
- Gather, analyze, and report statistical data for staff and the Board as assigned.
- Attend regular and special meetings of the Board of Library Trustees.
- Seek ways to incorporate process improvements.
- 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.
- Ensure that staff 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 diversity and inclusion.
- Perform other duties as assigned by the Director.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to develop and maintain excellent working relationships with staff, Leadership Team members, leaders in the community and the general public. This includes promoting community interest in library services.
- 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 for department that will result in the overall good for the Library.
- Ability to work collaboratively as a member of a team.
- 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.

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- 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.
- 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.
- Experience with integrated library systems (Polaris preferred).
- 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.
- MLS/MLIS required.
- 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 walk from one area of the Library to another.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing up to 75 pounds.

ACKNOWLEDGEMENT

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

Employee's Signature

Date