



**Wilmette Public Library**  
**Job Description**

<b>Position:</b>	<b>ASSISTANT DIRECTOR</b>
<b>Type:</b>	<b>Full-time</b>
<b>Classification:</b>	<b>Exempt</b>
<b>Reports to:</b>	<b>Director</b>
<b>Pay Grade:</b>	<b>34</b>
<b>Updated:</b>	<b>05-12-2023</b>

**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, Circulation, and Shelving 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 HR 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.

## **Assistant 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**

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- 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.

## **Assistant Director**

- 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**

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- Minimum of 5 years related experience in a public library, including a minimum of 3 years of managerial experience required.
- 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.

## **Assistant Director**

### **Note:**

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

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Employee's Signature

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Date