JOB DESCRIPTION

Director of Library Services

Division: Administration  Primary Location: Main Library  Nonunion
Classification:  Paygrade: 48M  $41.90 - $55.14
FLSA Status: Exempt  Full Time (40 hours/week)  Last Revised: October 2023

GENERAL STATEMENT OF DUTIES

Driven by a passion for providing dynamic and forward-thinking public library service, the Director of Library Services oversees service Adult Services, Youth Services, Branch Services and Collections at the Worcester Public Library. Flexibility, project management, process management, supervision, communication, motivation, innovation and a passion for public libraries are key factors for the position. The position will lead a group of department heads to strategically and successfully implement system-wide, and location-specific initiatives, programs, and services. This position reports to the Executive Director, serves on the executive team, and works in close partnership with the Director of Operations. The ideal person in this position will possess excellent interpersonal, communication, and customer service skills and have experience working with diverse populations in an urban community.

Schedule will include evenings and weekend hours

*Bilingual applicants are encouraged to apply*

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Work collaboratively with other executive team members to determine the library’s strategic objectives, prioritize projects, and lead or participate in cross-departmental teams to research and recommend solutions for specific needs
- At the direction of the Executive Director, partner with the Director of Operations to support strategic objectives and ensure inclusive and robust library access to all community members
- Evaluate data to assess current levels of service; anticipates and responds to service opportunities; identifies and removes service barriers that exist system-wide, and at specific locations
- Directly supervise the work of assigned Department Heads. Mentor, coach, and collaborate with Department Heads and cross-departmental workgroups to effectively carry out daily operations, set and achieve service improvement goals, and provide a high-quality, consistent approach to public service across the library system
- Establish and maintain effective lines of two way communication, including one-on-one and group meetings, and regular in-person visits to branches
- Collaboratively plan and arrange professional development opportunities for staff, focusing on enhancing individuals’ capabilities, meeting personal professional goals and growth opportunities, and improving the quality of service provided
- Assist in selecting, motivating, and evaluating department staff; provides or coordinates training and works with employees to correct deficiencies; assists in implementing and administering disciplinary and termination procedures
• Coordinate the development and implementation of policies, procedures, guidelines, and standards designed to ensure a positive and engaging experience for all public library patrons
• Ensure compliance with all applicable Federal, State, and local laws, regulations, and ordinances as well as all Worcester Public Library policies, procedures, and collective bargaining agreements.
• Participate in the development of the annual operating budget
• Forecast needs, approves and monitors expenditures, and ensures efficient and economical utilization of resources for assigned service area
• Develop and maintains positive and professional relationships with municipal and community organization stakeholders, proactively seeking opportunities for partnership and collaboration
• Keeps abreast of current developments in librarianship by attending workshops, conferences, and professional meetings, and by reading current literature
• Interpret library services and policies to patrons in a clear and courteous manner
• Contribute to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort
• Actively participate in staff development and training opportunities
• Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibilities
• Working at multiple locations as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

• The ideal candidate will possess a combination of training, skills and experience, as demonstrated in past and current employment. Desirable experience, skills and knowledge for this position include:
• Cultivate a respectful, inclusive, and purpose driven work environment that values input from all employees, enhances employee performance, and ensures quality public service
• Use data and information in a clear and rational process to assess and understand issues, evaluate opinions, form conclusions, and make sound decisions
• Develop and successfully implement goals, objectives, plans, and programs
• Manage and prioritize multiple ongoing projects and ensure both long-term and short-term responsibilities are on track for timely completion
• Balance meeting individual and location-specific needs while being accountable to what is best for the overall organization
• Knowledge of effective leadership models and best practices for increasing employee engagement and addressing performance and disciplinary issues
• Knowledge of best practices for successful change management
• Knowledge of ILS software, Microsoft Suite, Google Suite, and emerging technologies
• Represent the library at local and regional community events and at professional library association workshops and conferences
• Knowledge of current and developing trends in public library programs, services, and service models
• Experience in serving diverse populations
• Excellent interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
• Strong commitment to consistent excellent customer service to a diverse population in an urban environment
• Ability to learn and use library technologies
• Possess excellent interpersonal, communication, and customer service skills
• Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling
• Ability to maintain confidentiality

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE
• Master’s degree in Library Science from a Graduate School of Library Science accredited by the American Library Association or approved by the Massachusetts Board of Library Commissioners
• Five (5) years of professional library work experience after receipt of MLS that includes public service responsibilities, of which three (3) years must be in a management capacity in a library setting
• Access to reliable transportation and the ability to travel to required locations
• Ability to successfully pass CORI/SORI

PREFERRED QUALIFICATIONS
• Experience managing within a complex multibranch library system is highly desirable.
• Five (5) or more years of experience working in an urban library environment serving diverse populations, working within a municipal or county funding structure

PHYSICAL REQUIREMENTS
• Ability to push book carts and bins loaded with library materials
• Ability to reach and retrieve books at high and low shelf heights
• Ability to stand and or sit for prolonged periods of time
• Ability to walk, stand and move for long periods of time
• Ability to perform bending, stooping, lifting, pushing and twisting
• Ability to perform repetitive hand and arm motions for prolonged periods of time.
• Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA’s “Core Competences of Librarianship” http://www.ala.org/educationcareers/careers/corecomp as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

To apply: Candidates interested in applying for the position should submit their résumé and cover letter electronically by November 27, 2023 along with contact information for five (5) work-related and/or professional references to GovHRjobs.com. Questions may be addressed to Susan Brennan, Vice-President 781-771-5654 and/or Michael Jaille, Vice-President 781-760-3658.

For a full job description, please visit: www.mywpl.org/jobs-wpl