

CHARLES COUNTY PUBLIC LIBRARY

Mission: The Charles County Public Library creates opportunities for the community to engage, discover, and learn.

Vision: We are the trusted source for connecting everyone to endless possibilities.

Job Title: Assistant Director

Salary Classification: 18

FLSA: Exempt

(Fair Labor Standards Act)

Approved Date: 6/8/2017

Job Summary: Under the direction of the Executive Director, plans and directs all aspects of library operations and public services including branch management and customer service practices; assists and advises the Executive Director in budget planning, long range and strategic planning and policy recommendation; fills in for the Executive Director when required. Supervises all branch managers, the bookkeeper, and the programming coordinator.

Essential Functions:

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Oversees and ensures delivery of quality public service to customers (circulation, reference, programming, customer technology). Regularly evaluates library services, policies, and procedures to ensure maximum effectiveness. Set, implement, and oversee customer service standards and expectations.
2. Assists and advises the Executive Director in annual budget preparation, capital improvement planning, long range and strategic planning, policy recommendations to the Board of Trustees, and special projects.
3. Supervise and establish overall work objectives for direct reports; develops, coaches, counsels, reviews and evaluates work performance, completes performance evaluations, and administers employee disciplinary actions. Participates in interviewing and selecting staff.
4. Monitors emerging library technologies, trends, innovations and new products and services; recommends and oversees implementation of new products, services, and strategies to advance and improve public service operations, with an emphasis on meeting customer needs.
5. Represents CCPL in meetings with citizens and community groups, including speaking to community groups, the Board of Trustees and County Government elected officials about CCPL services and policies.
6. Communicates and coordinates policies, procedures, and operational information to staff.
7. Works with the Library Board and assumes leadership of the library in the absence of the Executive Director.
8. Works with the IT manager and branch managers to oversee day-to-day technology infrastructure and facilities management of the library.
9. Coordinates the implementation of technology initiatives related to public service offerings.
10. Oversee the procurement of furniture and supplies for new and existing library facilities; assists in the design of new libraries as needed.

11. Monitor the routine maintenance, repair and general condition of all branch buildings and grounds, communicate concerns and recommendations to the Executive Director.
 12. Monitors operational budgets and vendor contracts.
 13. Reviews and monitors performance metrics and statistics.
 14. Lead project teams as needed.
 15. Provides leadership, guidance, administration and supervision in a variety of situations including staff supervised, committee assignments, and departmental interactions.
 16. Works to promote collaboration among library branches and departments system-wide.
 17. Assists in developing strategies to promote the library in the community.
 18. Prepares a variety of reports and statistics.
 19. Keeps abreast of library developments by attending workshops and educational programs and reading periodicals and or specialized literature.
 20. Performs other duties as assigned.
-

General Work Standards:

Employees will demonstrate the following qualities at all times:

- Displays good customer service skills to both internal and external customers: smiles and is approachable; acknowledges customers; is courteous; responds to customer requests.
- Displays positive work habits: is supportive and assists co-workers; is prepared and aware of daily activities; is prompt; carries share of workload; maintains orderliness of public and work areas; shows accuracy, neatness and efficiency; makes productive use of time.
- Utilizes good communication skills, both oral and written, with staff and customers: listens attentively; responds with accurate information; answers correspondence promptly.
- Displays professional attributes: exercises confidentiality; is dependable; promotes library in a professional manner; adheres to intellectual freedom ethics of the library profession; demonstrates willingness to learn new skills.
- Follows appropriate work place practices: follows the chain of command and keeps supervisors informed promptly; addresses issues at the lowest level; follows the policies outlined in the employee handbook; follows procedures outlined in the procedures and emergency manuals.

Supervisory Work Standards:

- Oversees efficient operation of department/branch; shows working knowledge of all branch operations; participates in interlibrary and inter-branch activities; conducts tours and orientations.
- Contributes to staff selection; evaluates job performance; establishes priorities and work schedules; trains, supervises, schedules and coaches staff.
- Delegates responsibilities appropriately; takes corrective action as required; keeps supervisors and staff informed.
- Keeps current with Human Resources law.
- Acts as a role model; ensures teamwork; uses good judgment in decision-making/problem-solving; makes an effort to motivate staff; is receptive to staff suggestions/concerns.
- Collects, analyzes and records statistics; generates required reports.
- Uses resources effectively.

Job Specific Performance Standards:

Employees are expected to meet the following performance standards:

- Monitors performance and delivery of branch services including reference, circulation, customer technology, and programming.
 - Organizes, directs, and monitors the formation, goals, and effectiveness of various committees, and cross-functional teams;
 - Evaluates vendor contracts and monitors delivery of services relating to operations,
 - Works with managers to monitor the safety and security of library buildings and vehicles,
 - Acts as Director when required;
 - Maintains statistics and records;
 - Participates in staff selection;
 - Works with board when required;
 - Coordinates the provision of library services with supervisors.
-

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

1. Ability to gain thorough knowledge of Charles County Public Library's policies and procedures.
 2. Ability to act as a representative of Charles County Public Library's to the public.
 3. Effective communication and decision-making skills with strong customer focus.
 4. Ability to take appropriate action to assure implementation.
 5. Ability to keep all relevant parties informed of all major issues and to recommend changes as appropriate.
 6. Demonstrates sound judgment when making decisions.
 7. Knowledge of effective supervision strategies for staff.
 8. Demonstrated strong management and leadership skills.
 9. Knowledge of principles of organizational management and communications.
 10. Knowledge in budget preparation and management.
 11. Strong analytical and team skills.
 12. Ability to make presentations to Board and community organizations when needed.
 13. Ability to operate relevant computer systems, including hardware and software, eReaders, and office machines.
-

Education and Experience:

1. MLS degree from ALA accredited institution.
2. Five years public library experience with at least three years supervisory/management experience.
3. State of Maryland Certification as a Professional Librarian within six (6) months of hire.

Physical and Environmental Conditions:

Work requires routine physical effort in the handling of moderately heavy materials of up to 40 pounds. Work requires standing for long periods of time and some stooping and bending.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, classrooms or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This and all Charles County Public Library positions are subject to transfer.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I have read and understand this job description.

Employee Signature

Date

Supervisor Signature

Date