Charles County Public Library

Open date: 4/17/2020  
Close date: open until filled  
Primary Location: La Plata Branch  
Distribution: Internal & External

ISSUED BY: Jessica Cruse, Human Resources Manager

SUBJECT: Deputy Director

Deputy Director: Full-Time, Benefited, Exempt  
Grade: 18  
Hours Include: Monday-Friday, some Saturdays and Evenings

Charles County Public Library offers a competitive salary and generous benefits including health insurance and retirement plans.

Charles County Public Library is seeking an individual who is passionate about public service, serving their community, and leads by example by providing excellent internal and external customer service. Under the direction of the Executive Director, the Deputy Director plans and directs all aspects of library operations and public services including branch management, customer service practices, and programming; assists and advises the Executive Director in budget planning, long range and strategic planning, policy recommendation; fills in for the Executive Director when required. Supervises all branch managers, and the Program Coordinator.

Duties:
1. Oversees and ensures the delivery of quality public service to customers (circulation, information/reference services, programming, customer technology). Regularly evaluates library services, policies, and procedures to ensure maximum effectiveness. Sets, implements, and oversees 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. Supervises and establishes 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. Professionally 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. Oversees the procurement of furniture and supplies for new and existing library facilities; assists in the design of new libraries as needed.
11. Monitors the routine maintenance, repair and general condition of all branch buildings and grounds, communicates concerns and recommendations to the Executive Director.
12. Monitors operational budgets and vendor contracts.
14. Leads 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. Provides a consistently high level of service to others by assisting with requests, or locating appropriate resources for the request.
20. Fulfills Continuing Education requirements and stays current with Library developments, maintaining Professional Certification.
21. Performs other duties as assigned.

Requirements:
1. Must have MLS degree from an ALA accredited institution.
2. Five years of public library experience with at least three years supervisory/management experience.
3. Must possess or be eligible to obtain Professional Librarian Certification from the Maryland Department of Education. Certification must be obtained within six months of hire, and maintained to comply with MSDE requirements.

Equivalent combination of relevant experience and training or education may be considered.

For more information, please visit: https://www.ccplonline.org/about/employment-opportunities/

Application Process

Current Charles County Public Library staff should submit to Human Resources a Request for Transfer/Promotion form (found on the Extranet) and a complete application, cover letter, and resume to be considered for this position. External candidates should submit an application, cover letter and resume via online application through job boards, or to one of the addresses provided below.
via email to hr@ccplonline.org or mail to:

Charles County Public Library
2 Garrett Avenue
La Plata, Maryland 20646
ATTN: Human Resources

Note: Due to the high volume of applications we receive, we are unable to provide status updates. Each application is carefully reviewed. If you are selected for a phone or in person interview, you will be contacted directly by the Human Resources Department. Incomplete applications and documents will not be considered.

Charles County Public Library is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, ancestry, age, disability, genetic information, veterans' status or disabled veterans' status. Reasonable accommodations will be considered.
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: Deputy Director
Salary Classification: 18

FLSA: Exempt
(Fair Labor Standards Act)
Approved Date: 6/8/2017

Job Summary: Under the direction of the Executive Director, the Deputy Director plans and directs all aspects of library operations and public services including branch management, customer service practices, and programming; 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 branch managers, and the program 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 the delivery of quality public service to customers (circulation, information/reference services, programming, customer technology). Regularly evaluates library services, policies, and procedures to ensure maximum effectiveness. Sets, implements, and oversees 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. Supervises and establishes 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. Professionally 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. Oversees the procurement of furniture and supplies for new and existing library facilities; assists in the design of new libraries as needed.

11. Monitors the routine maintenance, repair and general condition of all branch buildings and grounds, communicates concerns and recommendations to the Executive Director.

12. Monitors operational budgets and vendor contracts.


14. Leads 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. Provides a consistently high level of service to others by assisting with requests, or locating appropriate resources for the request.

20. Fulfills Continuing Education requirements and stays current with Library developments, maintaining Professional Certification.

21. Performs other duties as assigned.

General Competencies:

Employees are expected to demonstrate the following qualities at all times:

1. Service to Others
2. Expertise (Knowledge, Skill, Educational and Experience Requirements)
3. Personal Leadership/Strategic Thinking
4. Accountability/Responsibility
5. Systems Thinking
6. Teamwork
7. Communication
8. Problem Solving and Innovation
9. Development of Self and Others
10. Affirming and Enabling Diversity and Inclusion

Supervisory Work Standards:

• Oversees the efficient operation of the department/branch; shows working knowledge of 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 compliance training.

• 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 information/reference services, 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 the Board of Trustees when required;
• Coordinates the provision of library services with supervisors;
• Demonstrates excellent service to others by addressing requests in a professional and timely manner.

**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 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.
14. Ability to work evenings, weekends and at other branches as needed.

**Education and Experience Requirements:**

1. Must have MLS degree from an ALA accredited institution.
2. Five years of public library experience with at least three years supervisory/management experience.
3. Must possess or be eligible to obtain Professional Librarian Certification from the Maryland Department of Education. Certification must be obtained within six months of hire, and maintained to comply with MSDE requirements.

Equivalent combination of relevant experience and training or education may be considered.

**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 workplace 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.