



## Director of Library Services

### REPORTS TO: LIBRARY BOARD OF TRUSTEES

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#### Service Commitment

The Shorewood Public Library is committed to providing the highest quality of service and achieving equity, diversity, and inclusion for our patrons, staff, and the greater community. To achieve this level of service, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively with other employees. Employees are expected to contribute toward public understanding of and support for libraries within the community. The Shorewood Public Library is a dynamic work environment requiring employees to be adaptable.

#### General Purpose of Position

Oversee library services for the Shorewood community and all library patrons, as a partner in the Milwaukee County Federated Library System. Develop and direct library policy that is aligned with the mission, vision and strategic plan of the library in close collaboration with library staff and the Library Board of Trustees. Support the development and engagement with staff on a regular basis as part of a strong team. Gain and maintain an in-depth understanding of what library staff does in order to promote the essential role the library plays in the community to various stakeholders. This position reports to the Library Board of Trustees; the Director also works closely with the Village Manager and other senior administrators to ensure library operations consistently support the vision of the Village of Shorewood.

#### Essential Duties and Responsibilities

1. Oversees the operation of all patron services for the Shorewood Public Library through direct supervision of, and close collaboration with, the professional and paraprofessional staff responsible for customer service, circulation, reference, collection development and programming.
2. Cultivates an environment of enthusiasm for public service, demonstrating a professional demeanor with excellent communication skills, and support for the overall well-being of the workplace.
3. Acts as executive and administrative officer to the Library Board. Advises the Library Board on library trends, needs and advocacy.
4. Implements the policies, mission and strategic goals of the Shorewood Public Library as established by the Library Board, including overseeing capital improvement projects.
5. Successful implementation of the Library's Equity commitment.
6. Builds and maintains strong relationships with key community stakeholders including other village departments, elected officials, citizen committees, Shorewood School District administrators, library donors and others; sometimes requiring attendance at evening meetings.
7. Works with the Friends of the Shorewood Public Library and attends their Board meetings to support activities and promote the library (including preparation of annual funding proposal).
8. Conducts ongoing evaluation of existing library programs, services, policies, and procedures, working closely with library staff and board on enhancements.
9. Maintains and renews a strategic long-range plan that furthers the library's commitment to the staff and patrons of the Shorewood Library, the Village of Shorewood and the Milwaukee County Federated Library System.

9. Develops and oversees the Library's public relations and communication plan. Working closely with a team of professional librarians, maintains and strengthens community contacts, relating library objectives to community needs. Along with other staff members, represents the library on community boards and committees.
10. Prepares Library Board meeting agendas and necessary reports in cooperation with the Board President and various committee chairs.
11. Prepares, coordinates and submits the annual library budget proposal for review by the Library Board and participates in its presentation and justification to Village officials.
12. Oversees the expenditure of all Library funds within the established budget guidelines, in conjunction with a team of professional librarians.
13. Evaluates the library's activities through the collection and analysis of statistics and measures appropriate for public libraries. Uses data effectively to benefit the library.
14. Explores new programming and service opportunities.
15. Researches, negotiates, and oversees the implementation of contracts in accordance with procedures established by the Library Board.
16. Directs and supervises maintenance of the library facility and makes determinations as to necessary repairs, working closely with Village of Shorewood Department of Public Works and contractual cleaning companies; coordinates all library renovations and enhancements.
17. In close collaboration with the Assistant Director, optimizes staffing levels, training, and assignments to best meet the needs of Library patrons.
18. Hires, evaluates, supervises, and oversees development of a Reference Team of professional librarians, Assistant Director, Administrative Assistant, and a Library Associate. Oversees the hiring and supervision of the Circulation Team through working with the Assistant Director.
19. Acts as a member of a team dedicated to customer service by assisting with reference desk and circulation duties as needed.
20. Identifies and implements continuing education and skills training to develop staff abilities.
21. Serves as a member of the Milwaukee County Federated Library System's Library Director Advisory Committee, and actively participates in professional library organizations.
22. Implements appropriate technology applicable to library services and stays current on trends and developments.
23. Maintains a commitment to continual learning to improve skills and knowledge through reading professional literature and attending local training sessions and other opportunities as they arise. Supports and facilitates continuing education opportunities for staff.
24. Maintains confidentiality of library patron information.
25. Maintains up to date knowledge of library and community events and services by reading local publications, following library and Village social media, and maintaining familiarity with library and village web sites.

### Qualifications

*The requirements listed below are representative of the knowledge, skills, and abilities necessary to successfully perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Education and Experience:

1. American Library Association accredited Master's degree in Library and Information Science or equivalent.

2. At least five years of management experience working in a library setting.
3. Grade I Wisconsin Library Director Certification or eligibility for required certification. Maintenance of Certification through necessary coursework and/or qualifying continuing education.

Knowledge, Skills and Abilities:

1. Demonstrated interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with staff, public and peers.
2. Ability to work productively with all stakeholders including Library trustees, Village of Shorewood Manager and department heads, elected officials, Shorewood School District personnel, local businesses, Friends of Shorewood Public Library, and staff and fellow member Libraries of the Milwaukee County Federated Library System.
3. Has strong managerial and team building experiences.
4. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
5. Ability to be decisive while remaining open to staff and public concerns.
6. Ability to coordinate and track multiple and complex funding streams
7. Understanding of all library principles, procedures, technology, goals, and philosophy of service.
8. Ability to motivate self and staff to serve the public with enthusiasm.
9. Planning and Organization Skills: Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
10. Problem-Solving Skills: Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring.
11. Ability to exercise judgment and reasoning in enforcement of policies.
12. Communication Skills: effectively communicate ideas and information both in written and verbal form.
13. Strong understanding of computer technology and software; including proficiency with Microsoft Office products and familiarity with tools used to collect and analyze data.
14. Ability to work comfortably with patrons of all ages and backgrounds with a friendly and open-minded manner.
15. Ability to effectively present information and respond to questions from individuals and groups.
16. Knowledge of English grammar and spelling.
17. Ability to operate all items listed under Tools and Equipment Used.

**Tools and Equipment Used**

Automated shared resource system (CountyCat and Sierra or equivalent ILS/LMS system), networked personal computer and peripherals, mobile devices, printers, e-readers, wireless router, copy machine, scanner, telephone, cash register.

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

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**