



Assistant Director

SUPERVISOR: LIBRARY DIRECTOR

Service Commitment

The Shorewood Public Library is committed to providing the highest quality of service to both internal and external customers. 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

Provide library services to the Shorewood community, and all library patrons, which support the Shorewood Public Library mission, values, and strategic plan as set by the Library Board of Trustees.

This position is responsible for working collaboratively with the Library Director and all staff in planning, evaluating, and directing a high level of service and innovation within the Shorewood Public Library. Works in collaboration with all staff to initiate, improve, and grow library services for all residents within the Village of Shorewood. The Assistant Director also participates in collection development and collection maintenance, reference, readers' advisory, public service to all ages, and collaborates on programs and services.

Essential Duties and Responsibilities

General Responsibilities:

1. Contribute to a positive, helpful, friendly, inviting environment for library users and maintain a level of excellent customer service.
2. Contribute to a positive workplace culture.
3. Provide reference, reader's advisory, and interlibrary loan services to the public via telephone, email and in person and assist the public in the location of library materials.
4. Provide instruction in the use of the library's resources, equipment and services for individuals and groups. This includes assisting with basic computer questions.
5. Maintain confidentiality of library patron information.
6. Maintain confidentiality on matters of personnel and employee evaluation.
7. Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace.
8. Attend and participate in staff meetings when required.
9. Follow library and department policies and procedures and interpret to users as needed. Follow and interpret MCFLS and ILL policies and procedures as applicable.
10. Maintain up to date knowledge of library and community events and services by reading local publications, following library and Village social media, and familiarity with library and village web sites.

11. Monitor the behavior of patrons in the library in the interest of library policy. Report serious incidents to the Library Director.
12. Serve on Village, MCFLS, or other committees as assigned by the Library Director.
13. Maintain working knowledge of all library operations and fill in as needed in other departments.
14. Perform other duties as assigned by the Library Director.

Assistant Director Responsibilities:

1. Promote a culture for positive change and an environment for excellence in hiring, training, supervision, and evaluation of library initiatives.
2. Recommend and coordinate the implementation of new projects and services.
3. Work with the Library Director in the development and implementation of strategic goals which promote the library's mission and vision.
4. Guide the organization in creating and enhancing positive patron experiences in all points of contact.
5. Establish and maintain effective working relationships with Board members, all staff, the Shorewood community, and civic and community groups.
6. Explore, identify, and advocate for continuing education and staff development opportunities for all library staff.
7. Work with Library Director to cultivate a workplace culture aligned with the practices and principles of strengths-based leadership; assist in identifying collaborative team projects, and encourage potential contributions of all staff based on strengths.
8. Work cooperatively with the Library Director to provide leadership in professional relationships and communication; ensure sincere and genuine community and System partnerships.
9. Identify community and civic organizational and financial support for library programs and services.
10. Encourage initiative, cooperation, and creativity amongst all library staff.
11. Identify, encourage, and support outreach efforts to meet collection and programming needs of Shorewood residents.
12. Participate in the performance review and professional growth of library staff.
13. Identify and analyze opportunities for service enhancements; work in collaboration with the Library Director to lead change and robustly participate in project management for large initiatives.
14. Work in partnership with the circulation services and reference services teams to assist in supervision of staff schedules and staff time-off requests. Work in partnership with the Library Director to communicate and find solutions to scheduling concerns.
15. Coordinate with the circulations services and reference services teams to provide training and onboarding procedures for all new staff. Lead training for new initiatives.
16. Organize and prepare monthly statistics and reports as requested by the Library Director and Board.
17. Attend appropriate continuing education training and conferences to maintain a high level of public library service.

Reference Service Responsibilities:

1. Use professional review sources, consider patron and staff suggestions to evaluate quality and trends; monitor high demand hold lists and suggest additional copies to the reference team as needed.
2. Implement collections assessment using collection development policy and work with the Library Director on policy changes as needed.
3. Maintain knowledge of current trends and issues in public library services.
4. Work closely and cooperatively with all staff to support programs and events of interest to the Shorewood community.
5. Participate in collection development and collection maintenance.
6. Consistently evaluate library services, collection, signage, and communications to meet patron needs.

Qualifications

The requirements listed below are representative of the knowledge, skill, 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 Science (MLIS)
2. At least five years of professional library experience preferred.
3. Verbal and/or written fluency in multiple languages highly desirable.

Knowledge, Skills and Abilities:

1. Ability to develop a strong awareness of local needs and interests and to apply that knowledge in the selection of library materials, the maintenance of library services, and the development of library programs.
2. Ability to work comfortably with patrons of all ages and backgrounds.
3. Friendly and helpful manner, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential.
4. Understanding of basic library principles, procedures, technology, goals, and philosophy of service.
5. Ability to effectively use the Internet, search engines, and social media tools.
6. Ability to learn pertinent computer programs and to effectively use them to perform assigned duties.
7. Broad understanding of computer technology and software.
8. Ability to operate all items listed under Technical Skills.
9. Ability to effectively present information and respond to questions from individuals and groups.
10. Ability to work independently and as part of a team to organize and prioritize work, respond to varied/changing work demands and make decisions as required.

Physical Requirements:

1. Majority of work time is standing, walking, and reaching in front of body.
2. Bending, twisting, stooping and reaching overhead with simultaneous use of hand, wrist, and fingers.
3. Fingering: keyboarding and writing.
4. Lifting and carrying: 20 pounds or less.
5. Pushing and pulling: objects weighing 300 pounds on wheels.
6. Mobility: travel to Village Hall and elsewhere outside the library as needed
7. Talking and hearing ordinary conversation in person or on the phone in a quiet or sometimes noisy environment.

Mental Requirements:

1. Analytical Skills: Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information, resources available when making decisions.
2. Planning and Organization Skills: ability to solve complex problems or identify opportunities; establish systematic methods of accomplishing goals.
3. Communication Skills: effectively communicate ideas and information both in written and verbal format.
4. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) understand a financial spreadsheet.
5. Reading Ability: effectively read and understand information contained in memoranda, reports, publication reviews, and emails.
6. Time Management: set priorities in order to meet assigned deadlines.

7. Alphabetical/Numerical Ability: effectively arrange materials in appropriate order.
8. Ability to handle collection of money and make change.

Technical Skills

1. Office Suites: Microsoft Office, G-Suite, 365
2. Communication & Collaboration Software: Zoom, Microsoft Teams, Go-To-Meeting
3. Integrated Library System Software: Sierra

Work Environment

1. Inside work environment.
2. Noise level is moderately quiet.
3. Work hours include evenings and weekends.

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.