Chief Executive Officer
Job Description

Location: Library Services Center
Sections: Chief Executive Officer

Reports To: Library Board
Supervises: N/A

FLSA Status: Exempt
Grade Level: 17

Division: Administration

Supervises: Deputy Director, Community Libraries; Chief Financial Officer; Director, Community Engagement; Director, Human Resources; Executive Assistant to the Chief Executive Officer

Job Summary: Develops long-term plans and direction for the Organization with the Library Board. Plans and directs the overall operations and management of the Indianapolis-Marion County Public Library. Functions with a maximum degree of latitude for independent action within the scope of the organizational policy set by the Library Board.

Key Areas of Accountability

1. Customer Service – Key Area Weighted Factor – 25

   A. Responsible for understanding and representing the Library’s mission, vision, policies and procedures to both internal and external customers in a positive manner. (weighted factor – 35)

   B. Responsible for greeting and assisting internal and external customers in a friendly, prompt, and accessible manner. (weighted factor – 35)

   C. Responsible for endeavoring to listen, understand and resolve internal and external customer needs by providing solutions or referrals. (weighted factor – 30)
2. Staff Management and Supervision- Key Area Weighted Factor -15

   A. Responsible for the hiring, training, and the performance management for assigned personnel. (weighted factor – 30)

   B. Responsible for conducting performance reviews for assigned personnel. (weighted factor – 10)

   C. Responsible for effectively managing workflow and work assignments for assigned personnel. (weighted factor – 20)

   D. Responsible for the development of mutually cooperative relationships between departments that ensures the sharing of information. (weighted factor – 10)

   E. Responsible for resolving personnel conflicts and other related issues among or with assigned personnel. (weighted factor – 10)

   F. Responsible for adhering to and ensuring the adherence to all organizational policies and procedures. (weighted factor – 10)

   G. Responsible for ensuring the quality of work that is produced by the Organization. (weighted factor – 10)

3. Planning- Key Area Weighted Factor - 10

   A. Responsible for developing short term and long term strategic plans for the Organization. (weighted factor – 50)

   B. Responsible for the development and planning of capital projects. (weighted factor – 50)

4. Operations Management-Key Area Weighted Factor-10

   A. Responsible for planning, organizing, coordinating and directing the Library's service programs to all residents of the county-wide district; ensures the level of patron service, public goodwill and patron satisfaction meets the Library's goals and objectives. (weighted factor – 17)
Chief Executive Officer
Job Description

B. Responsible for evaluating, in concert with the Executive Committee, the effectiveness of library services and procedures; formulates, recommends and implements overall Library policies and procedures. (weighted factor – 17)

C. Responsible for assigning special projects; evaluating performance and providing direction in the development of departmental goals, objectives, programs and services. (weighted factor – 17)

D. Responsible for participating in professional organizations, conferences and continuing education seminars to enhance ability to successfully guide a large library through a period of technological, social and economic change. (weighted factor – 17)

E. Responsible for analyzing and planning for collection development. (weighted factor – 16)

F. Responsible for analyzing and planning for technology needs for the Organization. (weighted factor – 16)

5. Resource Allocation and Budgeting-Key Area Weighted Factor - 20

A. Responsible for preparing annual budget and justification for approval by the Library Board, review by City-County Council and the Marion County Tax Adjustment Board, and the final approval by the State Board of Tax Commissioners. (weighted factor – 25)

B. Responsible for submitting overall Library budget to the Board for the annual budget hearing process. (weighted factor – 25)

C. Responsible for directing the expenditure of Library funds and allocation of resources. (weighted factor – 25)

D. Responsible for ensuring that the Organization operates within established budgetary parameters. (weighted factor – 25)
6. Public Affairs-Key Area Weighted Factor-5

A. Responsible for establishing and maintaining effective working relationships with other governmental agencies and officials, community leaders and groups, other Library leaders, Library trustees, and the general public. (weighted factor – 50)

B. Responsible for representing the Library before a variety of community groups and organizations. (weighted factor – 30)

C. Responsible for serving in an "Ex-Officio" capacity on the Indianapolis-Marion County Library Foundation Board to advise and report on any and all issues pertaining to the Organization. (weighted factor – 20)

7. Library Board Affairs-Key Area Weighted Factor - 10

A. Responsible for attending all meetings of the Library Board, recommending changes in policies, procedures and staff to the Board for approval. (weighted factor - 80)

B. Responsible for new Library Board members orientation to the organization. (weighted factor - 10)

C. Responsible for ensuring the Library Board meeting agendas are prepared accurately. (weighted factor – 10)

8. Reporting and Record Keeping-Key Area Weighted Factor - 5

A. Responsible for submitting budgets and financial reports to the Board for approval. (weighted factor – 50)

B. Responsible for ensuring that accurate Library Board minutes and other documentation is maintained. (weighted factor -50)
Minimum Job Qualifications

1. **Education:** Master's in Library Science from an ALA accredited college or university and Indiana Certification Librarian I.

2. **Work Experience:** Ten or more years of progressively more responsible experience in professional library work, including six or more years involving administrative duties. Broad knowledge of the principles, methods and practices of library administration. The work requires extensive responsible experience in professional library management and administration, finance and budget administration, personnel management and delivery systems for library services, library automation and fundraising. Bilingual skills desired.

3. **Working Conditions:** Normal library and office environment with little discomfort due to heat, dust, noise and the like.

4. **Characteristics, Skills and Abilities:**

   A. **Creating a Vision** - Responsible for studying problems in light of past practices to ensure predictability, reinforcing the status quo and minimizing risk; feeling comfortable in fast-changing environments, willing to take risks and consider new and untested approaches; acquiring and maintaining in-depth knowledge in their field and using their expertise and specialized knowledge to study issues in depth and draw conclusions; emphasizing the importance of making decisions independently and looking at their own self as the prime vehicle for decision making; taking a long-range, broad approach to problem solving and decision making through objective analysis, planning and thinking ahead. *(weighted factor - 17)*

   B. **Developing Followership**-Responsible for building commitment by convincing others and winning them over to their point of view, acting in an extroverted, friendly and informal manner; showing a capacity to quickly establish free and easy interpersonal relationships and operating with a good deal of energy, intensity, and having a capacity for keeping others enthusiastic and involved while maintaining a low key, understated and quiet interpersonal demeanor and working to control their emotional expression. *(weighted factor - 16)*
Chief Executive Officer
Job Description

C. Implementing the Vision - Responsible for adopting a systematic and organized approach; prefers to work in a precise, methodical manner; developing and utilizing guidelines and procedures; emphasizing the production of immediate results by focusing on short-range, hands-on, practical strategies by stating clearly what you want and expect from others; expressing thoughts and ideas clearly while maintaining a constant flow of information; enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgment. *(weighted factor - 17)*

D. Following Through - Responsible for adopting an approach in which they take nothing for granted, setting deadlines for certain actions and is persistent in monitoring the progress of activities to ensure that they are completed on schedule; letting others know in a straightforward manner what they think of them, how well they have performed and if they have met their needs and expectations. *(weighted factor - 17)*

E. Achieving Results - Responsible for seeking to exert influence by being in positions of authority, taking charge, leading and directing the efforts of others while pushing to achieve results through an approach which is forceful, assertive and competitive; adopting a strong orientation toward achievement; holding high expectations for themselves and others; pushing themselves and others to achieve at high levels. *(weighted factor - 17)*

F. Team Playing - Responsible for accommodating the needs and interests of others by being willing to defer performance on their own objective in order to assist colleagues with theirs; valuing the ideas and opinions of others and collecting their input as part of their decision-making process while showing loyalty to the organization; respects the ideas and opinions of people in authority and using them as resources for information, direction, and decisions; demonstrating an active concern for people and their needs by forming close and supportive relationships with others. *(weighted factor - 16)*

5. Training Requirements During Employment:
I have read and have been given an opportunity to ask questions regarding this job description. I also understand that this job description does not constitute an implied or expressed contract for employment with Indianapolis-Marion County Public Library. In addition, I understand that Indianapolis-Marion County Public Library is an employment at will employer and that the company or I may terminate the employment relationship at any time with or without cause. Furthermore, I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Indianapolis-Marion County Public Library and that I will perform other duties that are assigned to me to the best of my abilities.

___________________________________  _________________________
Employee                                                                 Date

Approved:

___________________________________  _________________________
Supervisor                                                                            Date

___________________________________  _________________________
Human Resources                                                                     Date