Title: Director of Public Services

Dept: Public Services

Reports to: Director

Job Code Number: 10111

Grade Number: 25, Non-represented

Effective Date: July 2001

FLSA Status: Exempt

General Position Summary:

As a member of Public Services Leadership Team (PSLT) and Administrative Planning Team (APT) develops and directs implementation of strategic goals and budget initiatives for KCLS and in assigned functional areas. Provides leadership that inspires and promotes staff involvement in organizational change through collaborative problem solving processes.Plans and directs the delivery of library public service in-library, online and out-of-library, and through System-wide programs and projects. Directs management team in developing goals, objectives, standards and policies for library services. Assures consistent interpretation and application of KCLS policies, procedures, and philosophies in all community libraries, divisions and departments.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. In conjunction with APT and PSLT members sets long- and short-term strategic initiatives and goals.
2. Manages and directs the delivery of library public service and System-wide programs in assigned functional areas.
3. In conjunction with other cluster or division managers, sets goals and standards, develops objectives and short- and long-range plans to reach objectives in assigned areas. Monitors progress and adjusts plans as appropriate. Ensures operational effectiveness through continuous quality improvement where appropriate.
4. Analyzes and evaluates services, projects or initiatives, including library materials, service delivery methods, outreach activities, and staffing levels. Recommends adjustments, resources allocations, or systemic changes to match them with the community needs, division objectives and strategic plans and initiatives. Directs and prepares studies and reports of community needs and changes to support improvement recommendations.
5. Selects, develops, motivates, evaluates and directs the work of assigned staff, both directly as well as through subordinate supervisors.
6. Develops, modifies, communicates and interprets KCLS policies, and other applicable operating and administrative procedures and practices, to staff and patrons. Monitors programs and services for compliance.
7. Develops and administers assigned portions of annual budget. Allocates staff, approvals and monitors expenditures, and assures efficient and economical utilization of resources.

8. Establishes and maintains effective lines of communication within assigned functional areas and between the PSLT, APT, and KCLS divisions and departments. Conducts regular visits to libraries or service areas to communicate information to, and solicit input from staff.


10. Participates in meetings and makes presentations to KCLS Board of Trustees, local governments, community groups and other entities. Advocates for KCLS and patron needs. Ensures that community and patron issues, concerns and complaints are addressed and resolved.

11. Performs other related activities or special projects as assigned.

Secondary Duties:

1. Acts as liaison between KCLS and local boards and Friends’ groups.
2. May serve and represent KCLS on appropriate community, state and federal committees, professional conferences and associations.

Communication:

Position has a major responsibility for all types of contacts with a broad range of people both in individual and group settings. Contacts may be within the library structure, with the general public, boards, and community or patron groups. The contacts contain non-routine and complex technical or business information that requires discussion, explanation, negotiation, persuasion, interpretation and analysis. Resulting impact is critical for the well-being of the Library. Formal presentations to groups are a regular part of job responsibilities. Communication and interpersonal skills, frequently involving discretion, play an overwhelmingly important role in the successful completion of job responsibilities.

Initiative:

Incumbent has final review responsibility for major problem solving across the organization. Position is expected to set policies and major changes in procedures, develop alternatives, negotiate, and exercise discretion as a regular part of assigned responsibilities. Position has overall responsibility for creation, development and design of new programs, services, methods, activities, systems, procedures or collections. Decisions normally have little precedent. The primary reason for the existence of this position is to make key decisions, which usually affect library service across the organization, in assigned functional areas.

Accountability:

Position has major influence on budgetary outcomes and economic planning involving the direction of one or more KCLS system-wide operational programs. Responsibility for the prudent use of assets, including time, material, equipment, or labor encompasses all of major
portions of organization. Position has the maximum sphere of influence and is charged with primary purpose of maintaining the positive image and satisfaction with library service and materials. The incumbent has ultimate planning and goal-setting responsibilities, including long-term and strategic planning. Long-term goals and viability must be considered including the impact on diverse employee groups and departments, or patrons and public.

Leadership:

Position assesses library vision, culture and values and develops and formulates plans to enhance and explain them to others. Incumbent has the highest responsibility for actively demonstrating their leadership role both within the organization and the community.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

- Requires a Master’s of Library Science degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- A minimum of eight years of directly related, progressively responsible, supervisory/management experience in a public library.
- A minimum of five years of experience in public library as a professional librarian.

Necessary Knowledge, Abilities, and Skills:

- Comprehensive knowledge of the principles and practices of public library services and support operations.
- Extensive knowledge of library trends and best practices for superior service delivery.
- Extensive knowledge and support of the principles of intellectual freedom.
- Extensive knowledge of change management techniques and practices.
- Thorough knowledge of general management concepts including planning, budgeting, practices and principles of supervision, including human resources policies and procedures, etc.
- Thorough knowledge of, and fluency in, the skills required for business analysis, definition, cost/benefit analysis, risk analysis, and project prioritization.
- Working knowledge of means of determining community needs and interests, and methods for providing resources.
- Working knowledge of and ability to apply diverse leadership styles and skills.
- Knowledge of organizational systems, theories and design.

Ability to:

- Share commitment to public service, passion for the public library mission and KCLS vision and values.
- Analyze challenges and problems and recommend workable solutions.
- Recognize needs to change, set priorities, plan, organize and direct the projects in assigned areas.
- Lead and work collaboratively in teams.
Ability to stay informed in new library trends and developments.
Establish and maintain effective working relationships.
Manage, supervise, mentor, lead and motivate staff effectively.
Exercise superior communication and interpersonal skills with diverse audience ranging from diverse staff and patrons to community organizations, public officials, boards and professional organizations.
Participate in labor agreement negotiations.

Skill in:

- Evaluating quality, relevance and effectiveness of programs, services, methods, activities, systems, procedures or collections in assigned areas.
- Processing and understanding complex and ambiguous information and circumstances in order to make sound decisions.
- Listening, understanding, and translating into actions, competing interests from varied KCLS constituencies.
- The use of strategic thinking for planning and goal setting activities.
- Process and change management.
- Creating, modifying and interpreting governing library policies and system-wide procedures.
- Mentoring and coaching direct reports.
- Planning, facilitating and participating in meetings, team and groups.
- Working in highly collaborative environment.

SPECIAL REQUIREMENTS

Washington State Certification in Librarianship.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Job is primarily performed in doors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, and able to serve on-call. Extensive travel within the service district is required.

Advancement Possibilities:
Director

The duties listed above 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 KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ___________________________
          Director of HR

Final: 7/31/01
Grade Revised: 12/1/2008
Revised: 9/8/2014