Assistant Director for Public Services

DEPARTMENT: Administration  
FLSA: Exempt  
PAY GRADE: 5090  
REPORTS TO: Library Director

Salary Range: $60,050 - $85,779

Position Summary

The principal function of an employee in this class is to plan, direct and organize all library public services, coordinate service activities, and manage employees. The work is performed under the supervision and direction of the Library Director but extensive leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over subordinate employees. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Library Director, other library employees, community organizations/leaders, and the general public. The principal duties of this class are performed in a general library environment.

Essential Functions of the Job

- Monitors public services including recommending changes to improve services and working conditions, developing annual output measures, preparing goals for changes in service, resources, and programs based on statistical data
- Analyzes personnel requirements, including preparing organizational charts and evaluating performance
- Monitors financial expenditures relating to public services, including making adjustments as needed to remain within budgetary guidelines, developing annual budget requests for consideration by library administration and serving as an authorized signer for expenditure checks
- Performs advanced reference, readers’ advisory and directional services including providing instruction to customers in the use of all technology resources and explaining library policies and procedures
- Monitors employee morale and takes appropriate action to resolve conflicts in a timely fashion; resolves issues related to supervision, evaluation and discipline of staff
- Serves as a liaison for public services staff to other library departments and to the community including negotiating services and contracts
- Responds to and resolves customer comments, concerns and complaints
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions
• Keeps immediate supervisor and designated others accurately informed concerning work progress including present and potential work problems and suggestions for new or improved ways of addressing such problems
• Attends meetings, conferences, workshops and training sessions and reviews publications to become and remain current on principles, practices and new developments in assigned work areas
• Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities
• Performs other duties consistent with the role and function of the classification
• Attends regular meetings of the Boards of Trustees and additional system and community committees as needed.

Qualifications
• Master’s Degree in Library Science from an ALA accredited university
• Minimum of five years of progressive supervision/management experience, including supervision of professional and non-professional staff, supervision in system-wide department or multiple library locations preferred.
• Must be eligible for certification from the State of Georgia Board for Certification of Librarians
• Valid GA Drivers License required.
• Advanced knowledge of computer use, including ILS, Internet and electronic databases.

Knowledge, Skills and Abilities
• Comprehensive knowledge of library functions, rules, policies and procedures
• Comprehensive knowledge of specific library department materials and resources
• Comprehensive knowledge of principles, practices and techniques of managerial planning, direction and supervision
• Comprehensive knowledge of human resources management
• Thorough knowledge of budgeting principles.
• Ability to instruct and train staff in library principles, policies and procedures.
• Ability to work independently
• Ability to organize and prioritize work, establish and maintain appropriate organizational structure and delegate authority to accomplish goals and objectives
• Ability to establish goals and objectives in association with the library’s strategic plan; develop an action plan to achieve goals
• Ability to solve problems using diplomatic resolution strategies
• Ability to effectively perform public speaking engagements in a professional manner
• Ability to plan, design, direct and deliver services to meet customer needs
• Ability to communicate effectively with others, both orally and in writing
• Ability to understand and follow oral and written polices, procedures and instructions
• Ability to prepare and present accurate and reliable reports
• Ability to use logical and creative thought processes to develop solutions to complex challenges
• Ability to perform and learn a wide variety of duties and responsibilities simultaneously with accuracy and speed

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Live Oak Public Libraries. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.