



ASSISTANT DIRECTOR

SUPERVISOR: DIRECTOR OF LIBRARY SERVICES

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

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

The Assistant Director oversees the circulation team, and is responsible for scheduling, communicating policies and procedures, and completing ongoing training, including performance reviews. This position is also responsible for working collaboratively with the Director of Library Services in planning, evaluating, and directing a high level of service and innovation within the Shorewood Public Library. The Assistant Director will work 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 maintenance; reference, readers' advisory, and public service to all ages; and collaborates on programs and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

1. Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace. Contribute to a positive workplace culture.
2. Maintain confidentiality on matters of personnel and employee evaluation.
3. Attend and participate in staff meetings.
4. Follow library and department policies and procedures and interpret to users as needed. Follow and interpret Milwaukee County Federated Library System (MCFLS) policies and procedures as applicable.
5. Maintain up to date knowledge of library and community events and services by reading local publications, following library and Village of Shorewood social media, and familiarity with library and village web sites.
6. Serve on Village, MCFLS, or other committees as assigned by the Director of Library Services.

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7. Maintain working knowledge of all library operations and fill in as needed in other departments.
8. Perform other duties as assigned by the Director of Library Services.

ASSISTANT DIRECTOR

1. Acts as resource person for daily operations and for Director of Library Services in his or her absence; attend Village of Shorewood and MCFLS meetings as needed.
2. Work with the Director of Library Services in the development and implementation of strategic goals which promote the library's mission and vision. Recommend and coordinate the implementation of new projects, services, and policy and procedural changes when needed.
3. Identify and analyze opportunities for service enhancements; work in collaboration with the Director of Library Services to lead change and robustly participate in project management for large initiatives.
4. Work with Director of Library Services to cultivate a workplace culture aligned with the practices and principles of strengths-based leadership; assist in identifying collaborative team projects and encourage contributions of all staff.
5. Work cooperatively with the Director of Library Services to provide leadership in professional relationships and communication; ensure sincere and genuine community and system partnerships.
6. Identify community and civic organizational and financial support for library programs and services.
7. Identify, encourage, and support outreach efforts to meet collection and programming needs of Shorewood residents.
8. Establish and maintain effective working relationships with Shorewood Public Library Board of Trustees, staff, the Shorewood community, and civic and community groups.
9. Organize and prepare monthly statistics and reports as requested by the Director of Library Services and Shorewood Public Library Board of Trustees.
10. Attend appropriate continuing education training and conferences to maintain a high level of public library service.

CIRCULATION SERVICES

1. Supervise circulation staff. Promote a culture for positive change and an environment for excellence in hiring, training, supervision, and evaluation.
2. Provide training and on-boarding procedures for circulation team members. Lead training for new initiatives.
3. Recommend, review, and implement policy and procedural changes to strengthen circulation services. Represent Shorewood Public Library on MCFLS Circulation Services Committee, and communicate policy and procedure changes initiated by MCFLS to circulation staff.
4. Explore, identify, and advocate for continuing education and staff development opportunities for circulation staff.
5. Guide the organization in creating and enhancing positive patron experiences in all points of service.

REFERENCE SERVICES AND MATERIAL COLLECTIONS

1. Contribute to a positive, helpful, friendly, inviting environment for library users and maintain a level of excellent customer service.
2. Participate in collection development and collection maintenance. Use professional review sources and consider patron and staff suggestions to evaluate quality and

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trends; monitor high demand hold lists and suggest additional copies to the reference team as needed.

3. Implement collections assessment using collection development policy and work with the Director of Library Services on policy changes as needed.
4. Provide reference, reader's advisory, and interlibrary loan services to the public in-person and via telephone, mail, and e-mail. Assist the public in the location of library materials. Offer interlibrary loan (ILL) when appropriate. Follow up with patrons as needed.
5. Provide instruction in the use of the library's resources, equipment and services for individuals and groups. This includes assisting with basic computer questions.
6. Monitor patron behavior in the interest of maintaining order. Report serious incidents to the Director of Library Services.
7. Maintain knowledge of current trends and issues in public library services by reading professional literature, following library and village social media, and familiarity with library and village websites.
8. Work closely and cooperatively with all staff to support programs and events of interest to the Shorewood community.
9. 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 of Library Science degree (MLIS)
2. At least five years of professional library experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Understanding of basic library principles, procedures, technology, goals, and philosophy of service.
2. 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.
3. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with direct reports, the public, and peers.
4. Ability to work comfortably with patrons of all ages and backgrounds.
5. Friendly and helpful manner, appropriate to a position where constant public contact is involved, and the maintenance of good public relations is essential.
6. Ability to work independently, organize and prioritize work, respond to changing work demands, and make decisions as required.
7. Ability to effectively use the Internet, search engines, and social media tools.
8. Broad understanding of computer technology and software, and the ability to learn pertinent computer programs; effectively use them to perform assigned duties.
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.

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11. Ability to maintain confidentiality of library users' information.
12. Promptness, reliability, and ability to maintain good attendance record.

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. Ability to comprehend and effectively follow instructions received both verbally and in written form.
2. Ability to work well under pressure and handle fast paced, stressful situations.
3. Ability to interpret technical regulations, policies, and instructions.
4. Ability to exercise judgment and reasoning in enforcement of policies.
5. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information, resources available when making decisions.
6. Problem-Solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring, and refer issues to the Director of Library Services when necessary.
7. Planning and Organization Skills: ability to solve complex problems or identify opportunities; establish systematic methods of accomplishing goals.
8. Communication Skills: effectively communicate ideas and information both in written and verbal format.
9. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) understand a financial spreadsheet.
10. Reading Ability: effectively read and understand information contained in memoranda, reports, publication reviews, and emails.
11. Time Management: set priorities in order to meet assigned deadlines.
12. Alphabetical/Numerical Ability: effectively arrange materials in appropriate order.
13. Ability to handle collection of money and make change.

TECHNICAL SKILLS

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

WORK ENVIRONMENT

1. Inside work environment.
2. Noise level is moderately quiet.
3. Exposure to environmental factors include repetitive motions of using computer keyboard and picking up and setting down books.
4. Work hours include evenings and weekends.

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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.