



Are you an enthusiastic and team-oriented librarian who enjoys working with people? Do you excel at strategic thinking and leading others to achieve optimal results? If so, this job may be for you!

**VIGO COUNTY PUBLIC LIBRARY
HAS A JOB OPENING FOR A FULL-TIME DIRECTOR OF PUBLIC SERVICES
OPEN TO EXTERNAL CANDIDATES AND CURRENT LIBRARY EMPLOYEES**

Posting Date: September 6, 2024

Application review will continue until the position has been filled.

LIBRARY DIVISION DIRECTOR: Opening for a full time 40 hours per week exempt position in the Executive Administrative Team of the Vigo County Public Library.

GENERAL DESCRIPTION: As part of the executive Administrative team, Library Division Directors lead strategic and operational functions across major areas of the VCPL library system and are responsible for the long-range planning, overall operation, and goal-based assessment of their assigned areas. Division Directors provide system-wide leadership, organizational coordination, and act on behalf of the Executive Director in the Executive Director's absence.

The **Director of Public Services** leads a library division comprised of 4-5 of the following departments, depending upon the candidate's strengths and experience: 12 Points Branch, West Branch, Adult Services, Youth Services, Public Relations, and Programs & Events.

JOB FUNCTIONS:

Core Essential Functions:

- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Daily:

- Provide administrative oversight and coordinate activities of assigned areas to ensure efficient and effective departmental and interdepartmental operations that support library goals and deliver customer-focused services.
- Collaborate with department managers to develop programs, services, partnerships, and initiatives that align with the VCPL Strategic Plan and provide support for achieving Plan goals.
- Provide guidance to department managers in the development and implementation of policy, procedures, best practices, professional development, staff training, and process and project management.
- Develop and foster staff engagement in analytical, collaborative, and creative problem solving; facilitate implementation of solutions that improve efficiencies, reduce or eliminate barriers to services, and increase staff and customer satisfaction.
- Stay abreast of trends and innovations in library services and engage department managers in analysis and evaluation for providing new services or resources and implementing improvements in methods and processes.

- Provide leadership for engagement in system-wide needs analysis; evaluation of services and resources; assessment of impact and outcomes; and development of services, resources, and policies that align with and support the VCPL Strategic Plan.
- Cultivate an environment of equitable and respectful treatment for all by providing consistent professional and constructive leadership and guidance for communication and interaction strategies that model and support that environment.
- Provide mentoring and coaching to staff that model and supports characteristics of a positive workplace culture.
- Assist the Executive Director with day-to-day library administrative operations.

Essential Functions Performed Frequently:

Administrative:

- In conjunction with other division directors, act on behalf of the Executive Director in the Executive Director's absence.
- Attend and participate in weekly executive Administrative Team meetings to discuss organizational and departmental developments; collaborate on strategies for complex issues; review and discuss system-wide impact policy and procedures; and assess alignment with VCPL strategic plan and goals.
- Collaborate with the executive Administrative Team and department managers to develop and implement strategic plans, goals, policies, and procedures that meet the needs of the community and provide opportunities for growth and development.
- Participate in and make recommendations for budget management, resource allocation, strategic planning, and personnel management.
- Represent VCPL and participate in community activities, events, and programs that support VCPL's commitment to generating change and transforming lives in the community.
- Form partnerships with community organizations and service clubs to develop services that meet community needs.
- Represent VCPL in promotional appearances and informational segments with local media including television and radio.

Division Management:

- Attend department meetings periodically to provide consultation and stay abreast of department goals, issues, and strategies.
- Consult with department managers to coordinate services, programs, and events; ensure effective communication between departments; and build and sustain customer and service centered teams.
- Consult with and assist division departments in development and maintenance of consistent and accurate operating protocols and procedures.
- Oversee division department annual budget preparation, submit and or approve orders, and ensure accountability for expenditures of budgeted or designated grant funds.
- Collaborate with department managers and the executive Administrative Team to pursue and write grants that support the VCPL Strategic Plan.

Personnel Management:

- Collaborate with department managers and HR to develop and maintain accurate and relevant job descriptions.
- In conjunction with HR assess department vacancies, make staffing recommendations, and when filling vacancies, participate in the candidate application review, interview, and selection process.
- Oversee and approve department manager work schedules, bi-weekly timecards, and leave requests.
- Conduct Performance Reviews with department managers annually, or intermittently as needed, for assessment and development of performance, professional development, and goal-based benchmarks.
- Assist department managers with employee performance issues and conflict resolution; in conjunction with HR assist with development and implementation of performance improvement plans and disciplinary measures; consult with Executive Director as needed.

Additional Functions Performed Periodically:

- Prepare and present reports for the VCPL Board of Trustees as designated.
- Stay abreast of emerging trends in the public library profession and assess professional development needs.
- Attend continuing education workshops, conferences, and seminars for professional development and to maintain Indiana Librarian Certification as required by position.
- Perform other duties as assigned.

Physical and Cognitive Requirements:

- Ability to
 - o Read, write, and understand written and verbal instructions.
 - o File alphabetic and numeric systems.
 - o See and hear sufficient to observe details at close range and communicate information and ideas so others will understand.
 - o Utilize computer keyboard, monitor, and mouse or use modifying/adaptive devices or equipment with equivalent outcomes.
 - o Remain stationary for long periods of time either sitting or standing.
 - o Move throughout the interior and exterior of library facilities.
 - o Reach floor level and heights up to six feet.
 - o Move items ranging from 10-25 pounds.
 - o Move carts from 25-75 pounds
- High degree of mental acuity with well-developed skill for paying attention to detail.
- Well-developed communication skills with proficiency in communicating effectively orally and through written communication.
- Adept at consistently using tact and patience in interactions with others and de-escalating conflict.
- Well-developed organization skills and adept at prioritizing and managing workflow.
- Adept at responding calmly and competently to changing circumstances and priorities and in emergency situations.

WORK SCHEDULE: 40 hours per week work schedule which is generally 8:00/9:00 AM - 5:00/6:00 PM Monday through Friday; evening and weekend work as needed. Schedule flexibility is required to meet organizational and areas of responsibility needs.

QUALIFICATIONS:

Director of Public Services Division Education and Experience:

- MLS degree from an ALA-accredited school.
- Ability to attain and maintain Indiana Librarian Certification of LC3 or higher; requires at least 75 Library Education Units per 5-year certification period.
- Five or more years of professional library experience with three or more years of administrative duties and two or more years of management experience required including specific experience in the following areas:
 - o Providing and overseeing public library services for adults, children, and families required.
 - o Developing and presenting public library programs and coordinating special events desired.
 - o Providing and or overseeing library branch activities desired.
 - o Experience in mentoring and coaching library staff to achieve goals and develop professionally.
 - o Experience working in a collaborative environment with ability to analyze issues from multiple perspectives and engage others in solution-oriented problem solving and constructive resolutions required.

All Division Directors:

Professional Skills:

- Demonstrated ability to provide effective and motivational leadership for innovation, flexibility, adaptability, and confidence during change and transition.
- Ability to work independently, delegate and maintain effective workflow, and calmly and competently manage concurrent multiple priorities and tasks.

- Strong analytical, decision making and project management skills.
- Knowledge and understanding of significant trends and issues in the application of information technology to libraries.
- Collaborative management style that encourages and empowers others to excel.
- Strong computer and information technology skills with experience in variety of word processing, database management, and related programs required; ability to evaluate and adjust quickly to changing technology required; proficiency in use of MS Office programs and email service; computer keyboard skills required.
- Experience in providing user instruction in group and individual settings; ability to prepare and present programs internally and externally.
- Demonstrated excellent written and oral communication skills required; ability to create, compose, and edit written materials required.
- Ability to maintain confidential information required.
- Strong commitment to institutional and community service goals required.

Interpersonal Skills:

- Well-developed interpersonal skills with ability to maintain positive and effective working relationships with a diverse community of customers, library staff, and organizations. Diversity may include differences in ethnicity, race, culture, socioeconomic status, gender and gender identity, sexual orientation, cognitive traits, etc.
- Ability to role-model professional and positive behaviors and work habits and interact as a team member providing constructive input, feedback, and motivation to staff.
- High degree of resourcefulness, tact, and demonstrated good judgment required.
- Ability to project an attitude of approachability, kindness, helpfulness, positivity, and enthusiasm for providing service required.
- Ability to apply constructive redirection when customer behavior does not align with the VCPL Rights and Responsibilities.

Availability and Travel Requirements:

- Ability to travel to meetings, workshops, conferences, events, and programs within and outside of Vigo County.
- Ability to represent VCPL during evenings and weekends at community events, programs, professional meetings, etc. and be on-call for library consultation and emergencies.
- Ability to maintain a regular and reliable level of attendance at the workplace.

SALARY: Job Class 2, Division Director, full-time exempt position: Minimum starting salary \$58,434.

BENEFITS: Optional participation in the United Healthcare PPO Health Plan or High Deductible Health Plan with HSA, Guardian Vision Insurance, and Guardian Dental insurance (Through December 31, 2024 employee contributes \$173.68 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$33.68 for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. **Tuition reimbursement** is available to VCPL employees in accordance with the VCPL Staff Development policy.

APPLICATION INSTRUCTIONS: Complete the attached application form and submit it along with resume and cover letter to application@vigolibrary.org. Please contact Human Resources with questions about the position.

Vigo County Public Library is an E-Verify Employer.

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.