POSITION DESCRIPTION

POSITION TITLE: Library Director
POSITION LEVEL: 8

SUPERVISOR: Library Board of Trustees

GENERAL DESCRIPTION
Performs administrative work in support of library operations, functions and programs. Directs and oversees all aspects of Library service, including management of the facility. Develops, defends, and manages the Operating Budget as well as the Trustee funds. Strives for exceptional services for the community of Salem.

RESPONSIBILITIES TO THE PUBLIC
- Oversees and directs the development, and maintenance of the library collection of books, periodicals, audio-visual materials, digital materials, and all other materials offered to meet the needs of the local community.
- Oversees and directs the activities, programs, services, and facility of the Library according to perceived needs of the community.
- Continually evaluates the effectiveness of library programs and services in relation to the changing needs of the community, developing strategies to meet those needs. Evaluates, in coordination with staff, the future needs for library services and the resources to meet those needs.
- Participates actively in the governance of the local system to ensure the highest quality service possible for community.
- Responsible for hearing and resolving problems and complaints from library users and the general public.
- Manages the usage of the meeting rooms and public spaces in the library and on library property.
- Assists with direct user services as needed.

COLLECTION RESPONSIBILITIES
- Oversees and directs the development, maintenance, preservations, withdrawal, and disposal of the library collection of books, periodicals, audio-visual materials, digital materials, and all other materials offered to meet the needs of the local community.
- Oversees and directs the display, shelving, and storage of the collection, ensuring ready access by the user.
- Selects and orders materials in coordination with other staff.
- Ensures the right budget for the support of the collection.

RESPONSIBILITIES TO THE STAFF
• Supervises administration staff and department heads. Oversees and utilizes appropriate delegation for supervision of entire staff.
• Evaluates, supports, trains, and mentors staff in their work to provide quality library services to the local community.
• Responsible for hearing and resolving problems, concerns, and complaints involving staff performance and employment.
• Oversees and administers, either directly or through appropriate delegation, the training of library staff.
• Oversees the scheduling, staffing, organizing, and supervising of work operations.
• Oversees, directs, and participates in personnel actions such as hiring, terminations, assignment, evaluation, and labor relations.
• Maintains employee records, including but not limited to, time records, payroll, health and employment benefits.
• Treats all co-workers, supervisors and staff with courtesy, respect, and proficiency.
• Provides clear notes, securely attached as needed, for other staff concerning open tasks.
• Ensures that all assigned tasks are done accurately and to stated standards.
• Readily asks questions to obtain further clarification concerning tasks, workflow, procedures, and policies.
• Serves as a model of excellence for other staff.
• Stays current with policies and procedures.
• Completes all tasks in a timely manner.

RESPONSIBILITIES TO THE ADMINISTRATION

GENERAL
• Provides leadership in working relationships and communications, ensuring high productivity and quality public service. Encourages initiative and creativity.
• Represents the Library on consortial, regional, and state committees. Serves as the Library representative to the GMILCS (consortium) Board.
• Develops strong working relationships with trustees, peers, and appropriate Town Employees to ensure access to advisors and support.
• Completes paperwork relating to the hiring and ongoing employment of Library staff, including weekly payroll submission.
• Evaluates systems, procedures, services, collections, staffing on an ongoing basis in terms of the needs of the local community and a strong understanding of current and emerging user requirements, and developments and practices in the Library field.
• Keeps current with work related email, memos, and notices.
• Pays attention to current events, local events, popular culture with a view to its relevance to position.
FINANCIAL

- Oversees the collection and accounting of fines, fees and other charges. With Supply Chain Manager, reconciles daily cash drawers, and prepares deposits to bank and Town.
- Oversees and reviews the billing process, handled by Supply Chain Manager, including ordering, receiving, budget tracking, preparing invoices for payment, filing, reconciliation of financial reports from Town Finance Department.
- Responsible for the accounting, paying of bills, reporting, and records of the monies under the control of the Trustees.
- In coordination with the Trustees, prepares a proposed annual Operating Budget for the Trustees, and defends budget requests before the Board of Selectmen and the Budget Committee.
- Directs and controls the expenditure of the annual Operating Budget.
- Checks bills, and approves payment by the Finance Department of the Town.
- Prepares records for annual audit.
- Oversees the preparation of specifications for purchase of equipment, supplies, and capital and facility projects.
- Accepts and acknowledges gifts of money, library materials, and other donations.

REPORTS, RECORDS, STATISTICS

- Directs the collection of statistics, and the statistical reports from Department Heads.
- Prepares evaluations and proposals based on research, and statistical and observed data.
- Prepares annual statistical and narrative reports for Trustees, Town Report, and State Library.
- Directs and oversees the maintenance of all Library records, according to the recommendations of the Finance Department, NH RSA, and Federal Law. Maintains updated and accurate files.

PLANNING

- Plans for the implementation of Library goals and objectives for collections, technical and automation services, Library services, and programs in keeping with the Library’s mission statement and operating policies.
- Performs near term and long range planning, studying and planning the development of Library services to meet present and future community needs.

LIBRARY BOARD OF TRUSTEES
● Provides staff support to the Trustees, as Secretary to the Board. Plans agenda items, coordinates records and materials of and for the Trustees, assisting with meetings and providing information requested by Trustees.
● Drafts and recommends policy to the Trustees.
● Drafts and recommends goals and objectives for the Library to the Trustees.
● Pays attention to current events, local events, popular culture with a view to its relevance to the position.
● Drafts proposed annual operating budget for the Trustees to consider, evaluate, adjust and submit.
● Acts as liaison between the Town of Salem and the Trustees, as well as between the State of NH and the Trustees.

FACILITY
● Directs the development, repair, and maintenance of the Library building and grounds.
● Directs and oversees the development, repair, remodeling, and maintenance of Library and building equipment and furnishings.

KNOWLEDGE, SKILLS, AND ABILITIES
● Embraces change, and acts as a change agent. Strong leadership skills.
● Ability to listen to, really hear, evaluate, and utilize the ideas of staff and stakeholders within the framework of a deep understanding of library services and the future of libraries.
● Work effectively independently and cooperatively on and directing teams.
● Ability to establish and maintain effective working relationships with superiors, subordinates, peers both inside and outside of the library, and the general public.
● Strong communication skills, providing clear, precise oral, digital, and written communication.
● Good organizational skills and ability to prioritize.
● Ability to use a wide range of electronic devices with accuracy. Strong computer skills.
● Strong understanding of the functioning and use of the ILS and PAC. Able to troubleshoot to identify and resolve problems.
● Ability to perform basic accounting and mathematical computations with a high degree of accuracy.
● Ability to learn new applications and skills easily. Ability to learn and master library ILS.
● Ability to express ideas clearly and concisely in person and on the phone, while maintaining a tactful, courteous manner.
● Ability to sit and use computer for extended periods of time.
● Ability to be courteous and pleasant at all times with customers, vendors, Town employees, and staff.
• Ability to establish and maintain effective working relationships with superiors, peers, coworkers and customers.
• Strong attention to detail.
• Ability to provide quality work in a cost-effective manner, recommending and adopting improved methods as appropriate.
• Ability to deliver effective, accurate results and meet deadlines.
• Ability to comprehend and follow written and oral instructions.
• Ability to work independently in a multi-tasking customer service setting.
• Ability to meet or exceed the Library’s Core Competencies.

EDUCATION AND EXPERIENCE REQUIREMENTS
• MLS or MLIS from an accredited school required
• 10 years of diverse and progressively more responsible positions in Public Libraries preferred
• Proven experience as a manager and supervisor of personnel
• Customer service experience required
• Experience in facility management and capital projects preferred

<April, 2015>