



JOB VACANCY ANNOUNCEMENT: DIRECTOR OF PUBLIC SERVICES
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES
APPLICATIONS ACCEPTED THROUGH JUNE 11, 2017
VIGO COUNTY PUBLIC LIBRARY

Posting Date: April 27, 2017

DIRECTOR OF PUBLIC SERVICES: The Vigo County Public Library currently has a full-time salaried exempt position available at the Main Library in Administration for the position of Director of Public Services.

GENERAL DESCRIPTION: The Director of Public Services is part of the executive Administrative team and leads a library division comprised of the following departments: Adult Services, Youth Services, West Branch, and Programs and Events. This position is responsible for the division's long-range planning, overall operation, and ongoing goal-based assessment in support of the library's strategic plan, exemplifying innovative and customer-focused initiatives and services development. As part of the executive Administrative team, the Director of Public Services provides system-wide leadership, and in conjunction with other division directors, acts on behalf of the Executive Director in the Executive Director's absence.

JOB FUNCTIONS:

Essential Functions Performed Daily:

- Oversee and coordinate work of departments to ensure efficient and effective operations meeting VCPL current and future public service needs and delivery of customer-focused services.
- In conjunction with department managers, develop programs, services, partnerships, and initiatives that support and enhance library goals and objectives.
- Provide consultation, leadership, and guidance to department managers for development of policies, procedures, best practices, professional management protocols, and project management skills.
- Encourage creativity, provide opportunities for staff development of innovative problem-solving strategies, and facilitate interdepartmental and/or team-based projects for successful execution of new or improved services or processes.
- Stay abreast of new trends and innovations in public library services. Consult with division managers to analyze, evaluate, and provide recommendations for application of new solutions for provision of new or enhancement of existing delivery of services or resources.
- Provide leadership in library-wide planning, policy making, evaluation of services, and professional development.
- Interpret library policies and procedures to library staff and the public.
- Maintain an awareness of and respond appropriately to customer service problems and concerns by modeling behavior that encourages equitable and respectful treatment for all and creates a service oriented culture through innovative solutions.
- Maintain confidentiality in all staff and customer interactions.
- Assist the Executive Director with administrative day-to-day library operations.

Essential Functions Performed Periodically:

- In conjunction with fellow division directors, act on behalf of the Executive Director in the Executive Director's absence.
- Make recommendations to the Executive Director in areas such as resource allocation, budget management, strategic planning, and personnel matters.

- Collaborate with executive Administrative team and department managers to define and develop overall strategic plans, goals, and objectives relevant to the needs of the community and providing opportunities for growth and development.
- Oversee preparation of the annual budget for departments in collaboration with managers and the Executive Director; submit orders and/or approval for department purchases; provide accountability for expenditures of budgeted funds and designated grant funds.
- In collaboration with department managers and Administration, pursue grants and perform grant writing for funding opportunities that support the goals and objectives of the VCPL.
- Evaluate and provide customer service focused training to improve and enhance service to library customers.
- Participate in community programs and events that support and strengthen VCPL's commitment to generating change and transforming lives in the community:
- Represent VCPL at events such as Family Learning Day Downtown, Altrusa Chili Cook-Off, DTH Heritage Ambassador Awards, Terre Haute Street Fair, Health/Senior Fairs, Juneteenth, Health Fair, United Way, TableScapes, etc.
- Form partnerships with service clubs and community organizations to develop new and innovative library services that anticipate and meet community needs.
- Represent the VCPL with promotional appearances on local television and radio stations for programs, events, and services.
- Attend departments meetings periodically to track progress towards department goals.
- Attend and participate in executive Administrative Team meetings weekly to provide department/project updates and review/discuss policies/procedures relevant to overall library operations.
- Work with department managers and HR to develop and maintain relevant and accurate job descriptions, operating policies, and procedures.
- Oversee and approve department manager's work schedules, bi-weekly timecards, and leave requests.
- Conduct Performance Appraisals with department managers annually, or intermittently as needed, for evaluation and development of performance, professional development, or operational goal-based benchmarks.
- In conjunction with HR, participates in candidate application review, interview, and selection process for departments.
- Assist department managers with employee performance issues, conflict resolution, improvement plans, and disciplinary measures; consult with Executive Director and HR as needed.

Additional Functions Performed Periodically:

- Prepare and present reports for the VCPL Board of Trustees periodically or as needed.
- Stay abreast of emerging trends in the public library profession and assess professional development needs.
- Engage in regular self-reflection to assess personal and professional needs.
- Attend continuing education workshops, conferences, and seminars for professional development and as required to continue Indiana Librarian Certification.
- Perform other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate.
- High degree of mental acuity and verbal communication skills.
- Ability to effectively prioritize and organize workload and workflow.
- Ability to utilize computer keyboard and see computer monitor.
- Ability to perform repetitive hand movements using computer keyboard.
- Ability to file alphabetic and numerical systems.
- Ability to stand or sit for long periods of time.
- Ability to lift items ranging from 10-25 pounds.
- Ability to reach heights up to six feet utilizing step stool or step ladder and bend to floor levels.

- Ability to push carts from 25-75 pounds.

WORK SCHEDULE: 40 hours or more per week. The general work schedule is 8:00 AM-5:00 PM, Monday through Friday. Schedule must be flexible to include some evening and weekend hours to support library special events and represent the library in the community. As part of the VCPL Executive Administrative Team, must be available for library consultation after hours and on-call during emergencies.

QUALIFICATIONS:

- MLS 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.
- Demonstrated ability to provide effective inspirational leadership that inspires innovation, flexibility, adaptability, and confidence during change and transition; interacts as a team member in a multicultural environment and possesses the following:
 - Experience in providing and overseeing public library services for adults, children, and families.
 - Experience in developing and presenting public library programs and coordinating library special events.
 - Experience in providing and or overseeing library branch activities.
 - Exceptional skills in mentoring and coaching; is sought out by others.
 - Demonstrates continuous improvement in self and inspires it in others.
 - Ability to serve as a role model for excellence in commitment, interactions and performance.
 - Ability to anticipate and promote change in direction, priorities, and responsibilities to improve the library.
 - Exhibits balance in listening to, seeking and drawing out others' views; accurately synthesizes individual and group conclusions.
- Knowledge and understanding of significant trends and issues in the application of information technology to libraries.
- Strong analytical, decision making and project management skills.
- 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.
- Collaborative management style that encourages and empowers others to excel.
- 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.
- Strong commitment to institutional and community service goals required.
- High degree of resourcefulness, tact, and demonstrated good judgment required.
- Excellent interpersonal skills and the ability to work effectively with a wide range of people in a diverse community required.
- Ability to work independently, delegate and maintain effective workflow, and calmly and competently manage concurrent multiple priorities and tasks.
- Ability to maintain confidential information required.
- Prior experience and enthusiasm in working for the public; ability to project friendliness, enthusiasm, and a positive attitude required.
- Ability to travel to meetings, workshops, conferences, as well as the ability to travel within Vigo County in order to collaborate with community organizations, participate in community events, and conduct off-site programs.
- Ability to represent VCPL during evenings and weekends at community events, programs, professional meetings etc. and be on-call for library consultation and emergencies as part of the VCPL executive Administrative Team.

SALARY/BENEFITS: Job Class 2, full-time salaried exempt position. Salary range starts at \$50,000.08 DOQ; optional participation in the Anthem Blue Cross Blue Shield PPO Health Plan or High Deductible Health Plan with HSA, Anthem Blue View Vision Insurance, and Guardian Dental insurance (in the 2016-2017 Plan Year employee contributes \$129.16 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$22.42 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 11 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day accrued for every active month of employment.

APPLICATION INSTRUCTIONS:

Application review begins Monday, May 29, 2017. Deadline for application submission is Sunday, June 11, 2017.

Required application materials: Completed VCPL Application Form, resume, and letter of interest. Preferred methods of application: Visit the VCPL website at www.vigo.lib.in.us and click on: About > Careers @ VCPL > to view, download, and complete the application form and email it along with application materials to application@vigo.lib.in.us, or submit application materials online at www.indeed.com.

The Vigo County Public Library is an E-Verify Employer.

- **Current library employees who wish to be considered need to complete the VCPL Application for Employment Form and submit it to Human Resources by Monday, May 29, 2017.**

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The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, 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.