

Assistant Director for Patron Services

Community Library of DeWitt and Jamesville

DeWitt NY

Status: Full-time- 35 hours per week; some weekends and evenings

Salary: Based on relevant experience and skills: generous vacation, holiday, and sick-leave package.

Apply: Send cover letter, resume, and a list of 3 references to wscott@onlib.org before Friday, August 11, 2017

Deadline for submissions: until filled

The Community Library of Jamesville & DeWitt is seeking an experienced and forward-thinking assistant director to implement our vision to enrich lives in our community in our beautiful, brand new state-of-the-art facility.

This is a professional administrative and supervisory position that manages, plans, and coordinates the provision of patron services in the library under the direction of the Executive Director.

Position Details

Under the direction of the Executive Director, this position assists in all aspects of administration as a member of the Library's management team. This position assumes a leadership role in coordinating the Library's patron services, including customer satisfaction assessment and analysis, policy recommendations, development of procedures, provision of access and reference services, and strategies to assess and ensure patron satisfaction. In addition, this position coordinates the planning, developing and implementing services to adults.

Responsibilities – Administrative/management

Under the direction of the Executive Director, coordinates the daily "front of the house" operations of the library

Assumes responsibility for the library in the absence of the Executive Director

Coordinates patron satisfaction assessment and analysis, addresses areas in need of improvement, and anticipates future patron needs to ensure continuing standards of excellence

Supervises full- and part-time clerical employees, recommends policy, establishes procedures, develops staff orientation and training tools and workshops; monitors clerical staff performance and participates in staff annual performance review process

Prepares staff schedule ensuring adequate coverage of library hours

Assists the Executive Director with recruitment, evaluation, selection, and hiring of new employees

Compiles and analyzes data, prepares reports and procedures, assists in the evaluation and development of Library policy

Assists with the preparation of the annual budget

Participates in the development of long and short-term library planning

Assists with the identification of external funding opportunities and grant writing

Maintains relationships and effective communication with public and private organizations to further the library's mission; promotes awareness of library services to the community and library staff

Responsibilities – Adult Services

Takes a leadership role in planning, developing, implementing and evaluating the library's services to adults

- Conducts regular community needs assessments to identify adults' needs in order to plan and develop appropriate services for adults
- Coordinates reference and research services for adults
- Plans and implements adult readers' advisory services
- Coordinates training and workshops to educate and inform adults in information gathering, research skills and digital literacy skills, including but not limited to:
 - Services to new adult readers and those with English as a second language
 - Services to area businesses
 - Resume workshops and career programs for adults
 - Services to disabled adults
- As a member of the Programming Committee, assists other staff to identify and schedule programs for adults
- Maintains the library's online presence for adult services
- Works with Outreach Librarian to identify and implement opportunities for adult outreach
- Plans and coordinates special events for adults

Develops and maintains effective relationships with businesses, community groups, agencies and non-profits that serve adults in order to plan and deliver programs and services that meet local needs and interests

Recruits and coordinates the daily activities of adult volunteers, including those with disabilities

Coordinates interlibrary loan service

Additional Responsibilities

Participates in collection development and assists with management of the library collection, including organization, weeding, inventory, and mending

Supports and participates in library special events, committees, and taskforces

Keeps abreast of technological changes; ensures efficient use of equipment and resources through communication and training

Carries out any other duties within the scope, spirit and purpose of the job

Qualifications

Masters in Library Science or equivalent degree from an accredited institution

Minimum of 3 years of relevant and progressively responsible library experience, including supervisory and management experience

Must possess or be eligible for a New York State Public Librarian's Certificate

Excellent customer service skills and ability to communicate with diverse patrons; responsive and empathetic; good listener

Knowledge of the professional methods and practices of library administration and all aspects of library services

Experience with integrated library systems, preferably Polaris

Strong computing and database management skills

Proven ability to work cooperatively in a team situation, demonstrating initiative and creativity

Analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies

Ability to convey ideas, information, and training through public presentation, verbal and written communication

Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change

Effective organizational skills including ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of the Library