

East Lansing Public Library
Assistant Director/Head of Customer Experiences
Job Description

The East Lansing Public Library (ELPL) Assistant Director needs to be a person with a vision of libraries in a new age, future thinking and innovative. The Assistant Director will coordinate quality programming and services to the diverse users of the ELPL. Flexibility, project management, process management, supervision, communication, motivation, innovation and a passion for public libraries are key factors for the position.

The Assistant Director performs administrative and advanced professional work; oversees and manages library operations and services. In addition, the Assistant Director serves as administrative manager for Adult Services, Circulation Services, Outreach, Programming, Youth Services and has in-charge duties in the absence of Library Director.

Distinguishing features of the work, under the direction of the Library Director, involves responsibility for the supervision and effective operation of daily ELPL functions, for personnel functions and public service departments. The Assistant Director works with the Library Director and the Administrative Team in planning and implementing library services; planning budgets; planning and implementing programming; and proposing policies to the Library Board of Trustees.

Duties:

- Assists with recruiting, interviewing and hiring staff; helps orient and train employees
- Able to manage, coach, hold accountable and conduct effective performance appraisals for designated staff; regularly meets with Administrative Team and staff to exchange information
- Collaborates with Library Director in making recommendations to Library Board regarding finances, administration, problems, staffing, planning and policies; attends monthly Board meetings
- Helps plan, prepare and implement annual library budget for approval by the Library Board and City Council; helps monitor expenditures and operational costs throughout the year
- Regularly meets with Director in reviewing and implementing library policies, directives, services, procedures and to exchange information; provides upward appraisal information to Director
- Helps Director oversee management of entire library system to ensure excellent customer service through effective staffing; programming; facility maintenance and improvements; finances; marketing; workplace safety and security; and short/long-range planning
- Interacts and communicates effectively with customers, staff, Library Board, City Council, City of East Lansing (COEL) Staff, community organizations, businesses and Friends of the Library; models customer service expectations and leadership skills; promotes open communication.
- Regularly reads and responds to library and customer e-mail and other communication in a timely manner
- Oversees management and operations of Public Services, Circulation, Adult, Programming, Outreach and Youth Services to ensure all services are conducted ethically, legally and in compliance with policies; helps resolve problem situations with customers
- Assumes leadership of library system in Library Director's absence
- Participates in library programming and community activities and provides positive image of the library
- Collaborates with Director in evaluating, planning, and recommending library services and facility improvements
- Assists Director in monitoring compliance with COEL and ELPL Staff Handbook, policies and procedures
- Maintains membership in appropriate professional library and community organizations; attends library conferences and events to ensure continual professional development; shares information with staff and Library Board; promotes opportunities for professional development to staff
- Attends various staff and city meetings; serves on various library and COEL committees
- Maintains reliable attendance

- Performs related duties and special projects assigned by Director
- Helps ensure safe, neat and orderly appearance of library areas, especially those in the public area and of designated staff

Requirements:

- At least four years of upper management, administration and supervisory experience
- Knowledge of public library practices, management and supervisory techniques, scheduling, collection development and technology applications
- Knowledge of personnel management and public library budgetary practices and responsibilities
- Ability to learn and efficiently operate library computer system, with peripherals, and programs
- Proven leadership and management skills that foster teamwork, effective communication, innovation and an engaged staff.
- Ability to plan, implement and evaluate effective library services, strategies and facilities
- Ability to evaluate, hold accountable and develop staff
- Ability to create, plan and execute innovative, engaging programs
- Excellent organizational, problem-solving, process management and facilitation skills
- Ability to appropriately handle confidential and sensitive information, with discretion and trust
- Evidence of past community involvement
- Ability to write and communicate a staff schedule on a monthly and daily basis
- Strong commitment to public service
- Excellent interpersonal skills and public service manner for modeling customer service expectations
- Ability to interact harmoniously and communicate well with staff and customers
- Excellent communication skills, oral and written, and public-speaking/presentation skills
- Excellent computer and Internet skills
- Flexibility to adapt to changing situations and to vary work schedule; must be willing and able to work nights and weekends—including Saturdays and Sundays
- Masters degree in Library Science from an ALA accredited college or university
- Valid driver's license, acceptable driving history and personal automobile for job-related transportation
- Satisfactory criminal background check

Physical Demands:

- Ability to sit and use computer for extended periods and operate standard office equipment
- Ability to lift and move up to fifty (50) pounds; set up tables and chairs for programs
- Ability to perform repeated reaching, bending and squatting
- Ability to crouch and kneel to reach equipment near the floor
- Ability to work effectively under stressful conditions in a fast-paced environment
- Travel by automobile is required

Working Environment:

- Majority of work performed in library environment and East Lansing community
- Requires schedule changes before, during and after scheduled programs
- Requires evenings and/or weekends
- Requires periodic participation and attendance at events and training

The East Lansing Public Library is a 26,000 square foot facility centrally located within the East Lansing Community. The newly-remodeled library includes meeting room spaces, quiet study areas, a teen reading area, an 1,100 square foot Maker Studio, and over 3,000 square feet of children's space. The library is located just north of Michigan State University (MSU) and is committed to providing services to the diverse MSU/East Lansing community. We employ more than 30 full- and part-time staff committed to providing a place and resources where people gather to share information and ideas to enrich lives and foster community.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of the East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

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