

# **ASSISTANT PUBLIC SERVICES DIRECTOR**

## **(Range 135)**

### **DEFINITION**

Performs professional administrative and supervisory work in the managing, planning, coordinating and provision of public services throughout the Library District.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Deputy Director, Chief Operating Officer.

Exercises direct and general supervision over assigned subordinate Public Services staff.

**ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:**

#### **Essential Functions:**

1. Assists in the general management, coordination and operation of the Public Services Department. Oversees the operation of assigned Public Services functions, which may include branch libraries or other public services.
2. Stays abreast of new trends and innovations in the field of public library administration and services.
3. Collects data, prepares planning documents, and develops goals and objectives to be achieved throughout the District.
4. Prepares, interprets, analyzes, and summarizes various routine and non-routine reports.
5. Exercises decision making skills in developing policy and procedure, staff and patron issues, program coordination, and budget evaluation.
6. Resolves a wide range of routine and non-routine staff issues and difficult situations.
7. Participates on interview panels and selects staff.
8. Participates in district-wide planning and is responsible for developing implementation plans to meet the public service goals of the District.
9. Analyzes, selects, and executes staff recommendations.
10. Reviews annual budget recommendations from Public Services managers.
11. Prepares, submits, and maintains a budget for assigned branches or other Public Services functions and adheres to established Library District objectives in such.
12. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, disciplining, and completing performance evaluations.
13. Directs and prioritizes the work of subordinate staff.
14. Maintains interaction with various outside agencies relevant to the overall functioning and projected growth of the Library District.

## **ASSISTANT PUBLIC SERVICES DIRECTOR**

### **Page 2**

15. Conducts library research, procedural and administrative studies, and prepares reports relative to recommended solutions or courses of action regarding such.
16. Participates in community and professional meetings to discuss and act on library problems.
17. Participates in district-wide committee work providing leadership and direction to address public service issues and chairs committees when needed.
18. Responds to public inquiries and complaints in a courteous and timely manner.
19. Interprets, develops, and implements Library District and Branch policies and procedures.
20. Interacts extensively in person, and over the telephone, with patrons, district-wide staff and management, outside agencies, vendors, and other libraries.
21. Maintains communication with the local community and conducts public outreach programs to increase public awareness and support of library programs and services.
22. Provides advice and consultation to the Executive Director, Deputy Director, Library District staff and management, the Board of Trustees, the Library Foundation, patrons, and others concerning various policies and long-range planning of the District.
23. Utilizes personal computers, automated library systems, the Internet, e-mail, and on-line tools and resources.
24. Identifies staff training needs and works with Human Resources to provide the most effective and efficient training.
25. Maintains positive communication between branch staff, other departments, and District Administration.
26. Operates library and general office equipment including but not limited to: copy machine, telephone, facsimile machine, and mail machine.
27. Maintains a safe environment for both patrons and staff.
28. Attends or conducts miscellaneous meetings and training sessions at meeting sites throughout the Library District.

### **Marginal Functions:**

1. Ensures completion and submission of employee leave requests and other related forms such as Personnel Actions, time cards, etc.
2. Attends and participates in professional association meetings and seminars.
3. Makes presentations to staff, Administration, Board of Trustees, or community groups as

needed.

4. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of professional public library principles, practices, and techniques.

Knowledge of current trends and developments in the field of library administration.

Knowledge of sources and availability of current information.

Knowledge of planning methods and techniques.

Knowledge of research techniques.

Knowledge of effective supervisory techniques and practices.

Knowledge of basic accounting principles and procedures.

Knowledge of the principles of budget development, administration, and control.

Knowledge of adult and children's literature.

Knowledge of the Library of Congress Classification System.

Knowledge of Library District, Branch, and Department policies and procedures.

Knowledge of pertinent Federal, State, and local laws, regulations, and ordinances.

Knowledge of correct English usage, spelling, punctuation, and grammar.

Knowledge of Library District terminology and functions.

Knowledge of automated systems used in libraries including on-line tools and resources, the Internet, and computerized catalogs.

Ability to exercise good judgment and make sound decisions.

Ability to motivate and mentor staff.

Ability to establish and maintain effective working relationships with others during the course of work.

Ability to work under pressure and meet deadlines.

Ability to supervise and direct the work of subordinate staff.

Ability to plan, organize, and prioritize projects and work assignments for efficient results.

Ability to work both independently and as part of a team.

Ability to perform multiple tasks concurrently.

Ability to interpret and explain Library District, Branch, and Department policies and procedures.

Ability to initiate changes that improve service.

Ability to accept and manage change and maintain flexibility.

Ability to exercise initiative, independent judgment, and discretion.

Ability to evaluate and implement services from a district-wide perspective.

Ability to work quickly and accurately.

Ability to prepare clear and concise reports.

Ability to understand and follow oral and written instructions.

Ability to communicate with and elicit information from difficult, upset, and irate patrons.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to plan, organize, and conduct meetings.

Ability to maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.

Ability to maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

--sitting, walking, or standing for extended periods of time;

--bending, reaching, stooping, and pushing;

--lifting and carrying;

--operating assigned equipment.

Ability to maintain effective auditory and visual perception needed for:

- making observations;
- communicating with others;
- reading and writing;
- operating assigned equipment.

Skill in the use of automated library systems.

Skill in the use of personal computers and associated software.

Skill in the use of library and general office equipment.

**QUALIFICATIONS**

A. Training and Experience:

Master's Degree in Library Science from a college or university accredited by the American Library Association required; and a minimum of five (5) years of progressively responsible supervisory experience as a professional librarian characterized by management of significant public service programs, departments and/or branch services requiring substantial operating resources including a variety of professional librarians and other professional and support staff.

B. Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking; frequent lifting and carrying objects of light weight (5 - 10 pounds) and moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require sound perception, visual perception, and oral communications ability.

C. Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

D. License, Certificate, or Special Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

**JOB CODE: 1059**  
**FLSA: EXEMPT**  
**CBA: NONE**  
**DEVELOPED: May 21, 2012**