

Public Services Manager Deputy Director

Direct Supervisor: Library Director
Department: Mead Public Library
Version Date: ~~October 20, 2020~~ June 26, 2024
Salary Grade: 16
FLSA Status: Exempt



Position Summary:

The Deputy Director provides strategic and functional oversight of library public services and coordination of the day-to-day operations of the library and personnel. The Deputy Director serves as acting Library Director in the absence of the Director. The position participates in the Leadership Team including planning, high-level decision making, leadership and mentoring to professional employees and is responsible for maintaining service standards as established by the Library Director and Board of Trustees. All duties are performed in a patron-centered environment, making certain that services are delivered effectively, efficiently, and professionally to all users of the Mead Public Library. ~~The purpose of this position is to ensure that employees, volunteers, work routines, and programs meet the organization's goals and objectives for the entire Mead Public Library public services effort. This position manages the work of persons in the organization who provide direct services to citizens and is also expected to be dynamic leader within the management team.~~ Work is performed under the direction of the Library Director.

Essential Responsibilities:

- ~~1. Translates library's mission, values and strategy to employees, policy and work routines.~~
2. Works closely in a **management leadership** team to improve the overall value, effectiveness and efficiency of all library resources and services
3. Leads and works ~~with others~~ in teams to **identify, evaluate, and find creative solutions for problems in need of resolution**; evaluate, develop, and improve services, policy, goals and objectives, routines, service satisfaction, workplace environment, and financial results
- ~~4. Develops positive relationships with the citizens who use the library~~
- ~~5. Networks and developes collaborations with various community organizations and stakeholders.~~
6. Responsible for encouraging the growth and success of the library's event programming
7. Measures, monitors and improves organizational processes and work routines ~~of the Public Services Team~~ to improve value, efficiency, effectiveness, and customer satisfaction/loyalty
8. Participates in leadership, administration, special project, and strategic meetings; represents library at external events; initiates outreach and external partnership activities; attends meetings and participates in committees and/or organizations that further the library's mission and goals. ~~Coaches and mentors both individual employees and work teams to exceed expectations.~~
- ~~9. Works with persons throughout the organization to identify, evaluate, and find creative solutions for problems in need of resolution~~
10. ~~Coordinates the evaluation, development, and monitoring of library collections. Researches and prepares~~ Prepares job descriptions, performance appraisals, and employee training and development plans; **coaches and mentors both individual employees and work teams to exceed expectations**
11. ~~Schedules staffing at each public service point.~~ **Coordinates staff scheduling at each public service point**
12. Develops and monitors current and future budgets of the library system, with appropriate input and collaboration with direct reports and Library Leadership.
13. Gathers data and monitors progress and trends related to the organizations strategic initiatives

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14. Develops and oversees grant fund proposals and disbursements
15. Engages with the larger library and information profession through routine and consistent professional development in the form of conferences, workshops, classes, and publications.
16. Keeps informed of current library trends and services and management practices with an eye toward bringing innovative ideas to Mead Public Library
17. Upholds the American Library Association's [Library Bill of Rights](#) and [Freedom to Read Statement](#)
18. Provides emergency duties and resources as needed in times of a City emergency in conjunction with the Director and in accordance with City's emergency plan
19. Serves as acting Library Director in the absence of the Director. ~~Handles emergency situations in the absence of the Director and works with appropriate parties to resolve situations.~~

Education & Experience:

1. Master's degree in Library Sciences from an ALA accredited program.
2. Minimum of five years of related work experience, with three years of supervisory and people or project management experience required. ~~Master's degree in Library Science or related field with three years' professional library experience preferred or a Bachelor's degree with three year's of managerial experience.~~
3. Possession of a valid Wisconsin driver's license required.

Qualifications & Skills:

1. Valuing Diversity: Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.
 2. Customer Focus: Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.
 3. Ethics, Values and Judgement: Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.
 4. Professional and Technical Knowledge: Demonstrates proficiency in professional and technical skills and/or knowledge in position related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.
 5. Coaching and Counseling: Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.
 6. Managerial Courage: Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.
 7. Organizing and Planning: Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.
- Communicates Effectively: Conveys ideas/information in a way that is clear, engaging and suitable to

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the audience. Mainpoint of their message is apparent. Listens more than they speak, responds appropriately. Ability and willingness to learn, adaptability to new technologies, flexibility when faced with a challenging situation, and ability to work in an ambiguous environment.

- ~~8. Ability to partner, work within teams, build alliances and relationships, identify and implement solutions, and build participative processes.~~
- ~~9. Ability to listen, choose an appropriate medium for a message, present information clearly and concisely, and give and receive feedback~~
- ~~10. Ability to analyze and evaluate information and situations, problem solving, decision making and conceptualizing~~
- ~~11. Ability to demonstrate accountability, integrity, positive influence, having future focus, and accept the responsibilities of being a leader~~
- ~~12. Ability to be self aware, listen, give feedback and assess performance, understand and value diversity, develop and coach staff, effectively implement the hiring and selection process, and prevent and resolve conflict~~
- ~~13. Ability to accurately assess situations, set and monitor goals, delegate, manage implementations and projects and evaluate outcomes~~
- ~~14. Ability to understand and manage financial, information, technology and space resources~~
- ~~15. Ability to analyze data trends to make decisions within an organizational framework~~
- ~~16. Ability to create excellent relationships with the citizens who use the library~~
- ~~17. Ability to lead organizational efforts toward efficient and effective processes~~
- ~~18. Ability to lead and facilitate the work of teams and work groups~~
- ~~19. Ability to provide first line supervision~~
- ~~20. Ability to communication orally and in writing~~
- ~~21. Ability to exercise good judgment, decisiveness and creativity when problem solving~~
- ~~22. The ability to communicate effectively ideas and information both in written and oral form~~
- ~~23. The ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the use of a calculator~~
- ~~24. Strong interpersonal, communication and organizational skills and a strong sense of responsibility and initiative~~
- ~~25. Work closely with the Supervisor and coworkers in performing a variety of tasks~~
- ~~26. Ability to work independently in a fast paced environment with frequent interruptions~~
- ~~27. Ability to set priorities in order to meet assignment deadlines~~

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

Work Environment:

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The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Sitting, standing, walking, climbing and stooping
2. Bending, twisting and reaching
- ~~3. Talking and hearing; use of the telephone~~
- ~~4. Far vision at 20 feet or further; near vision at 20 inches or less~~
5. Frequent communication; use of the telephone, reacting to alarms and call buttons navigating multiple distractions
6. Lifting and carrying: 50 pounds or less
7. Pushing and pulling: objects on wheels weighing 60-100 pounds
8. Handling: processing, picking up and shelving library materials
- ~~9. Fingering: typing, keyboarding, writing, filing, sorting, shelving and processing~~
10. Mobility: Travel to meetings outside the library

Department Summary:

~~The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude—our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.~~

Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee Name: _____ Employee Number: _____

Employee Signature: _____ Date: _____