

## Hartford Public Library

Public Services Director

Exempt

**POSITION SUMMARY:** Reporting to the chief public services officer, the public services director is directly responsible for the public services operations at the Downtown Library and at the nine branches throughout the City. As the Library's principal customer service leader, the incumbent ensures superior customer service to the public, leadership of public services staff, information services, innovative programming, and technology services. The incumbent acknowledges and accepts the Library's vision, mission and core values, respects the Library's confidentiality policy and maintains the integrity of Hartford Public Library.

The incumbent performs professional, managerial, and administrative work of a highly responsible nature in directing and coordinating the activities of the library program. With considerable independent judgment, discretion, and initiative, the director develops library collections, plans, and implements services and activities to meet present and anticipated community needs.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:** The following list identifies principal duties and responsibilities of the job. It is not a definitive list and other duties may be assigned.

- As a member of the public services senior leadership team, works closely with other leaders to integrate all ideas into clear vision for service delivery and enhancement.
- Supervises public services professional and non-professional staff as assigned: interview and select job applicants; orient, train, evaluate, and discipline; assign work and conduct staff meetings.
- Develop, implement and evaluate programs, services, and special events throughout the Library.
- Ensures an efficient and systematic approach to providing neighborhood services through the nine branch libraries and the Library on Wheels.
- Monitor public services budget; perform administrative record keeping and reporting, including financial and activity reports, and timesheets. Submit budget requests on an annual basis.
- Attend community meetings and act as a liaison between the library and other institutions.
- Pursue external grant opportunities and community partnerships as they become available.
- Provide leadership, development and supervision of selected managers throughout the department. Sets individual performance measurements for managers and holds them accountable. Responsibilities include coaching, managing, selecting, orienting and evaluating. Assists with problem solving.
- As a senior leader, coordinates high level and strategic planning for public services.
- Attends state and national conferences to represent organization and to share and implement new ideas with Library staff.
- Assists with recruiting and interviewing of public service staff as appropriate. Takes lead in developing training programs and opportunities.
- Leads major strategic initiatives through project management.
- Coordinates the implementation of new services and ensures that staff is well trained on how to effectively meet the needs of customers.

- Leads and participates in system-wide task forces and committees, directs work groups, monitors assignments and their completion and works with all levels of staff, assuring alignment with strategic plan.
- Assists in the development of public service department metrics, performance measurement and goal setting.
- Coordinates, initiates, and approves paperwork and documentation to assure proper fiscal and regulatory control. Responsible for committee/task force work.
- Utilizes computer applications and library equipment, maintains current knowledge of system wide and location specific procedures, processes, policies and operations. Utilizes e-mail and voicemail to maintain open channels of communication.
- Performs additional duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Skilled at judging which ideas and suggestions will work and bringing them to market. Can manage the creative processes of others.
- Ability to set clear objectives and measure and monitor process, progress and results, including fiscal control.
- Future oriented, can articulate vision of possibilities and likelihood of their success. Has broad knowledge and perspective.
- Adept at process management; knows how to organize people and activities. Can simplify complex processes, see opportunities for synergy and integration and apply appropriately to get more out of fewer resources.
- Ability to relate well and build appropriate rapport and relationships with a variety of people in all levels of the organization, as well as people outside the organization. Uses diplomacy and tact and can diffuse even high tension situations comfortably.
- Knowledgeable about how an organization, especially libraries, works and knows how to get results using both formal and informal channels. Recognizes and understands the culture of an organization. Understands the origin and reasoning behind key policies, practices, and procedures of the organization.
- Knows how businesses work, especially libraries. Knowledgeable in current and possible future policies, practices, trends, technology, and information in the library industry and field of library and information science.
- Possesses a demonstrated working knowledge of:
  - Library science and technology
  - Wide range of books, authors, electronic and Internet resources
  - Public use library equipment
  - Employee selection, training, and supervisory methods
  - Budget development and administration
  - Contemporary collection development, programming and language development

**MINIMUM REQUIREMENTS**

- Master's of Library Science Degree from an ALA accredited institution of higher learning.
- 3-5 years progressively responsible experience working preferably with public services .
- 3-5 years management/supervisory experience; experience within a collective bargaining environment helpful.
- Knowledge of information technologies.

- Knowledge of web based services.
- Familiarity with MS Office Products.
- Keyboarding/Windows proficiency.
- Demonstrated ability to develop training programs and train staff.
- Ability to establish and maintain system-wide collaborations with community agencies.
- Ability to operate library technology systems in addition to personal computer and other job related equipment.
- Ability to attend system-wide meetings and events, provide personal transportation as needed.
- Ability to effectively present in a variety of formal settings- one on one, group, peers, direct reports, etc. Command attention and manage group process.

**COMPUTER/TECHNOLOGY/SOFTWARE**

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Intranet, Electronic Resources, Internet, ILS, Laptop with LCD Projector.

**TRAVEL REQUIREMENTS**

Frequency of travel: Frequent, particularly throughout the City.

**SPECIAL REQUIREMENTS**

Valid Connecticut driver's license and transportation.

**PHYSICAL DEMANDS**

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare documents operating standard business office equipment. Frequent travel by automobile is required for position responsibilities and/or training. Ability to perform a moderate amount of bending, squatting, stooping, lifting, and stretching. Sits and uses computer for extended periods and operates standard office equipment daily.

**WORK ENVIRONMENT**

Majority of the work performed in a general office/library environment. Requires availability for extended or non-traditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events or training.

**Disclaimer**

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.