

CITY OF TUALATIN

Classification Description

Job Title: Library Director
Department: Library
Reports To: City Manager
FLSA Status: Exempt

SUMMARY: Plans, organizes, manages and provides administrative direction and oversight for all functions and activities of the Library Department. Daily leadership, management and long-range planning of the Library Department. Responsible for guiding the Library in developing its potential as a focal point for community information, culture, and social interaction..

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assumes full management responsibility for all Library Department services and activities, including oversight of all patron services, library policies and procedures, management of library volunteer activity, staff training and development, coordination of services with both internal and external stakeholders.

Develops, directs, and coordinates the implementation of departmental goals, objectives, policies, procedures, and work standards for the department; establishes, within City policy, appropriate budget, service, and staffing levels.

Contributes to the overall quality of the department's service by developing, reviewing and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assess and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change. Develops and monitors safety programs within divisions.

Manages and participates in the development and administration of the department's annual budget and capital improvement budgets; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

Selects, develops, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance appraisals; works with employees to correct deficiencies; implements discipline and termination procedures according to City policies and applicable collective bargaining agreements; responds to staff questions and concerns.

Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies and activities; negotiates and resolves significant and controversial issues.

Participates on a variety of boards and commissions; Makes presentations to the City Council and other boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the library field.

Monitors patron behavior and ensures positive and harmonious interaction of relationships amongst patrons and library staff. Directs the overall security of the library and its premises. Acts as the Person in Charge.

Trains, assists and directs volunteers; participate in recognition and appreciation of volunteers.

Oversees the budgeting, policy, selection and maintenance of the Library collection.

Develops and interprets Library policies and procedures for the staff and public.

Resolves patron, staff and community issues.

Provides guidance, training and direct supervision of Public Services and Access Services Supervisors. Conducts performance evaluations of staff and initiates appropriate actions as required, including coaching, development and discipline.

Establish procedures and workflow for library; train library staff and volunteers in said procedures. Create instructional tools and curriculum.

Represents the Library, Community Services Department and the City at community functions.

Direct long range planning and budgeting of technology systems that will meet future staff and patron needs.

SUPERVISION: Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision within the Library Department. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge/Ability: Proficient in computer applications and familiar with technology. Excellent communication skills in written, as well as, oral format. Professional manner and presentation with the ability to maintain effective working relationships with the staff, public and other agencies. Demonstrated ability to establish and maintain positive interpersonal relationships.

Ability to develop long-term plans and programs and to make sound decisions on matters of major policy and on complex administrative problems. Ability to work effectively with other employees, officials, committees and the general public.

Language Skills: Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to executive management, public groups, boards of directors and elected officials.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to apply concepts of basic algebra and geometry.

Computer Skills: To perform this job successfully, an individual should be able to operate a personal computer and have knowledge of Inventory software; Spreadsheet software and Word Processing software.

Reasoning Ability: Ability to apply the principles and practices of sound management and Library methods, practices and techniques. Ability to recognize and set priorities and to use initiative and independent judgment. Ability to select, develop, and motivate staff. Ability to interpret community interests and needs, and to plan appropriate Library services. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

EDUCATION AND/OR EXPERIENCE: Master Degree in Library Science (M.L.S.) from an American Library Association (A.L.A.) accredited college or university and a minimum of five (5) years of increasingly responsible library experience, preferably public, and two (2) years of supervisory experience. Any equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position will be considered.

PHYSICAL DEMANDS & WORK ENVIRONMENT The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The noise level in the indoor work environment ranges from moderate to loud. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Duties of this position are usually performed in an indoor environment, involving heavy public contact, subject to frequent interruptions and with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays and to regularly attend out-of-town meetings.