

MERIDIAN LIBRARY DISTRICT

Assistant Director of Branches



Position Summary

The Assistant Director of Branches is responsible and accountable for implementing strategies and initiatives into daily operations of the Meridian Library District to meet strategic objectives and organization goals. Collaborates with the library administration and management teams to set and drive vision, strategy, performance management, and operations for a successful and thriving public library.

The Assistant Director of Branches oversees the public operations of the Meridian Library District, including service development and coordination, community engagement and customer service quality, and employee development and management in accordance with library policies. Reports to the Library Director and directly supervises Branch Manager positions. Is professional and actively engaged with community and library partners.

Duties and Responsibilities

Essential

Management and Supervision

The Assistant Director of Branches is responsible for the effective delivery of library services across the library district by performing elements of staff supervision, coaching, documentation, and coordination. Directly oversees Branch Managers and is overall responsible for all public service staff. Collaborates with library management teams to ensure fair and lawful personnel practices including recruitment, coaching and discipline, performance feedback and reviews, and employee training and development. Effectively builds organization and staff capacity to provide high quality services and community engagement. Leads performance management processes that measures and evaluates progress against organizational and strategic goals and objectives. Supports and drives clear and concise communication between library administration and management teams, library staff and volunteers, and the community. Actively promotes respect

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for diversity and creates an inclusive, welcoming, and respectful library atmosphere for staff and public.

Planning and Strategy

The Assistant Director of Branches uses principles of project and change management to successfully develop and implement innovative strategies to strengthen community partnerships and engagement and public awareness, supporting the growth and development of the Meridian Library District, staff engagement and productivity, and resource efficiency. Routinely researches and evaluates user experience across the district for seamless and inclusive library services and resources. Routinely reviews library policies and planning documents and makes revision suggestions as appropriate.

Advocacy

The Assistant Director of Branches is an effective and active advocate for the library in media and community, develops and maintains relationships and partnerships through active involvement in the Meridian community and library profession through associations, committees, and other organizations. Represents the library in local, regional, and national arenas as necessary and acts as a representative of the Library Director in their absence. Remains current on best practices and trends in the library profession. Attends and actively participates in regular library meetings and committees including attending and routinely presenting at the Library Board of Trustee meetings.

Records and Reporting

The Assistant Director of Branches provides regular reports on library operations and personnel performance measures to the Library Director, administration, and management teams, ensuring accurate and timely information. Utilizes historical and predictive data to inform decisions and long-range plans. Stores and makes available legal and historical documents and is accountable for accurate record retention in accordance with library policies. Supports completion of Public Record requests as necessary.

Budgets and Fiscal Responsibility

The Assistant Director of Branches is responsible and accountable for maintaining fiscal responsibility with library operations, contributes to the administration of library services by overseeing and assisting with budget development and expenditures, staff training, and

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compliance. Monitors all expenses in assigned budget areas. May apply for outside grants for supplemental funding as directed by the library administration.

Relationships and Customer Service

The Assistant Director of Branches provides, develops, and models high quality customer service and effective working relationships with the public, employees, volunteers, Friends of the Meridian Library District, Meridian Library Foundation, Library Board of Trustees, vendors, and other professional groups. Coordinates and ensures effective exchange of information within the Meridian Library District and with other local libraries and community organizations and partners. Regularly evaluates the accessibility of library services and facilities. Responsive to patron requests, escalated patron concerns, and resolves patron behavior and code of conduct violations.

Facility Security and Maintenance

The Assistant Director of Branches ensures accessibility to safe and secure library facilities for patron and staff use, coordinating with library administration and management teams regarding issues affecting library facilities. Responds to requests for security camera footage in collaboration with the Library Director and Assistant Director of Operations.

Employee Experience, Training, and Development

The Assistant Director of Branches oversees employee experience, training, and development, builds and implements strategies for successful and effective performance management and maintains a comprehensive strategy to improve the overall experience of library staff. Coordinates and collaborates with the Human Resources department for recruitment, onboarding, and retention of employees and library staff.

Oversees appropriate, relevant, and timely onboarding and continued training for library staff within the branches to ensure quality and inclusive customer and library services are provided at all locations in accordance with library policies, procedures, and strategic plan. Is accountable for complete and updated training and procedural manuals for branch staff and management.

Marginal

Performs other duties as assigned.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Demonstrated commitment to diversity, equity, and inclusion with a desire to work in a public service role.

Advanced knowledge of principles and practices of modern libraries, including library services and collection management, policies, technology equipment and facilities, employee training and management, budget and expenditure control, planning, and evaluation.

Knowledge of managerial policies, practices and controls. Ability to provide clear and concise oral and written communication. A problem-solver with strong organizational, leadership and interpersonal skills. Proficient in project management with the ability to oversee multiple large scale projects, effectively manage time and resources, and delegate tasks as necessary. Ability to foster and sustain relationships with partners, businesses, and library staff. Ability to establish, measure, and evaluate strategic goals and objectives. Experience in creating and administering surveys and other evaluation tools.

Excellent interpersonal and problem-solving communication skills, including the ability to persuade, motivate, and mediate. Presentation and public speaking skills. Ability to make effective use of leadership and group dynamics, ability to work effectively with diverse groups, delegate, and enforce accountability. Experience and knowledge of conflict resolution techniques and practices. This position requires persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts.

Provides exemplary customer service and maintains a favorable public image of the library. Understands and communicates knowledge of customers' priorities and needs. Knowledge of customer service principles and practices and proven ability to ensure high quality customer service in a consistent manner.

Proficient with standard office applications (including Microsoft Office and Google Workspaces), online library automations system and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

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Experience: 5 years of supervisory and management experience with increasing levels of responsibility. Prior budgetary responsibility with experience overseeing development and execution.

Education: Master's in Library Science or Master's in Library Information Science from an American Library Association (ALA) accredited institution; or equivalent combination of education and experience.

Training, Licenses, or Certifications: Valid driver's license in good standing or the ability to obtain one.

Supervisory Responsibility: Supervises branch managers

Preferred Qualifications: Bilingual, preferably Spanish-English or Russian-English.

Working Conditions

Physical Requirements: This position requires the employee to routinely sit, stand, walk, and perform manual dexterity movements; constantly see, hear, listen, and speak clearly; occasionally stoop/bend, twist/turn, and maintain flexibility; seldom kneel, climb, squat, crawl, crouch, and balance. This position requires the employee to reach at, above, and below shoulder height; lift, carry, and grasp objects weighing 10-50 pounds and push/pull objects weighing up to 50 pounds.

Mental Requirements: This position requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic and complex math.

Technology, Equipment, and Devices: This position requires the employee to regularly operate and exhibit proficiency with computers and commonly used office software, library systems and databases, email and cloud environments, and social media. This position requires the employee to operate and occasionally troubleshoot general office equipment and new consumer technology. This position requires operation of a vehicle on behalf of the District.

Work Environment: This position requires the employee to be subjected to repetition, working alone, working around others, verbal contact with others, face-to-face contact, and inside environments.

Expected Hours of Work: This position requires the employee to work a weekday (Monday-Friday), daytime schedule with occasional evening and weekend (Saturday and Sunday) shifts. Position

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schedule is subject to change at any time at the discretion of management. May occasionally works over 40 hours per week.

Expected Travel: This position requires minimal travel for local and national training and conferences. Requires frequent travel between Meridian Library District locations.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.