

MERIDIAN LIBRARY DISTRICT

Assistant Director of Operations



Position Summary

The Assistant Director of Operations 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. This position is professionally and actively engaged with community and library partners.

The Assistant Director of Operations oversees the technical and administrative operations of the Meridian Library District, including collection and material development, technology and digital services, facility maintenance, and strategic initiatives in accordance with library policies. This position reports to the Library Director.

Duties and Responsibilities

Essential

Management and Supervision

The Assistant Director of Operations 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 Operation Managers, Systems Administrator, and Maintenance Coordinator, and is overall responsible for all operations staff. Collaborates with Library Director and Human Resources 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, collections, and resources. Leads performance management processes that measures and evaluates progress against organizational and strategic goals. Supports clear and concise communication between library administration and management teams, library staff, volunteers,

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and the community. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere.

Planning and Strategy

The Assistant Director of Operations uses principles of project and change management. Successfully develops and implements innovative strategies to strengthen community partnerships, engagement, and public awareness. Supports the growth and development of the Meridian Library District through 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 Operations 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, business, and government professions. 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 Operations 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 Operations 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

compliance. Monitors all expenses in assigned budget areas. May apply for outside grants for supplemental funding as authorized by the Library Director.

Relationships and Customer Service

The Assistant Director of Operations 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 between Meridian Library District and with other local libraries, community organizations, and partners. Regularly evaluates the accessibility of library services and facilities. In conjunction with the Assistant Director of Branches and Library Director, is responsive to patron requests, escalated patron concerns, and code of conduct violations.

Facility Security and Maintenance

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

Evaluates and supports the development and expansion of library facilities in accordance with the Master Facility Plan and Strategic Plan.

Vendor and Contract Management

The Assistant Director of Operations facilitates and maintains relationships between businesses and suppliers, negotiates contracts, maintains vendor standards, and contractual compliance between the District and vendors. May submit requests for proposals and bids, and is authorized to sign contracts on the District's behalf ensuring fiscal responsibility in accordance with library policies and best practices.

Technology Infrastructure

The Assistant Director of Operations oversees all technology and network infrastructure which includes network security, internet, phones, website, assets, emerging technology, integrated library systems (ILS), and automated material handling systems (sorter). Oversees staff who are responsible for digital services and the District's online presence which includes e-content services, website, intranet, and social media.

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Collection Oversight

The Assistant Director of Operations oversees staff who are responsible for the selection, cataloging, record maintenance, analysis, and deselection of the physical and digital collections, to support a diverse community with continually changing needs in accordance with library policies. Delegates to library staff the promotion and marketing of library collections and resources.

Strategic Initiatives

The Assistant Director of Operations works with the library administration and operations team to develop long-term planning of strategic initiatives. Oversees the library staff who are responsible for organizing, planning, and coordinating execution of District-wide initiatives.

Marginal

Performs other duties as assigned.

Qualifications

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 event planning and project management. Able to oversee multiple large scale projects, effectively manage time and resources, and delegate tasks as necessary. Ability to foster and sustain partnerships. Ability to establish, measure, and evaluate program outcomes. 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,

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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.

Experience

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

Education

Master of Library Science (MLS) or Master of Library and Information Science (MLIS) from an American Library Association (ALA) accredited institution; or equivalent combination of education and experience in a related field.

Training, Licenses, or Certifications

Valid driver's license in good standing or the ability to obtain one.

Supervisory Responsibility

Supervises managers and library staff in material services, strategic initiatives, facility maintenance, and IT.

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

The Assistant Director of Operations works 40 hours per week, based on business need. This position requires the employee to work a weekday (Monday-Friday), daytime schedule with occasional evening and weekend (Saturday and Sunday) shifts. Position schedule is subject to change at any time at the discretion of management. May occasionally work 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.