

# WAUKEGAN PUBLIC LIBRARY

## JOB DESCRIPTION

TITLE: Deputy Director  
REPORTS TO: Executive Director

DEPARTMENT: Administration  
CLASSIFICATION: Exempt

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### Job Summary:

Under the supervision of the Executive Director, the Deputy Director is responsible for the planning, implementation, and evaluation of all public service departments, development and coordination of staff training, and assisting with overall library operations. The Deputy Director is a key member of the Leadership Team and serves as person-in-charge in the absence of the Director.

### Minimum Qualifications:

#### Education and Experience:

- Master's Degree in Library and Information Science (ALA Accredited) and five years of experience in a public library – OR – Master's Degree in a related field and eight years of experience in a public library – OR – Bachelor's Degree in a related field and ten years of experience in a public library.
- 3 years of supervisory experience.
- Knowledge of current library principles, practices, trends, and technology.
- Commitment to active and responsive public service.
- Commitment to mentoring and modeling best practices of librarianship to staff and the public.
- High degree of organizational skills and attention to detail.
- Strong facilitation, collaboration, and project management skills.
- Understands, supports, and advances the vision, mission, and strategic priorities of the library.
- Effective communication in English, both written and oral.
- Spanish language skills preferred.

### Knowledge, Skills, and Abilities:

- Ability to learn job functions, perform them correctly, and understand their necessity in overall operations.
- Ability to hire, train, schedule, evaluate, and support staff in their daily duties, and mentor individuals as they work to achieve their long-term professional goals.
- Ability to effectively communicate with staff and public and empathize and relate to the needs of others.
- Ability to work with minimal supervision, establish and maintain priorities, meet deadlines, take initiative, and make independent decisions using sound judgment.
- Ability to identify and resolve issues in a calm, timely, and effective manner, developing solutions and making recommendations as needed.
- Considerable knowledge of, and the ability to develop, best practices across all public service areas and instruct and guide staff in those policies and procedures.
- Basic understanding of fiscal management and the ability to develop and monitor departmental budgets.
- Knowledge of, and experience using a variety of devices, software, products, and apps used in libraries and information services, current technologies used in an office setting, and a willingness to learn new skills.

## **Essential Job Functions:**

- Fosters a safe, inclusive, and accessible environment that welcomes, respects, and reflects everyone in our community.
- Provides excellent internal and external customer service and establishes, maintains, and fosters cooperative and courteous working relationships with the public, peers, and supervisors.
- Responsible for the hiring, training, supervising, coaching and evaluation of the Children's Services Manager, Reference Services Manager, Customer Services Manager, and Adult Education & Literacy Coordinators.
- Provides leadership and guidance to public service departments, setting goals and objectives in line with the library's mission, vision, and emerging community needs, and works collaboratively and creatively with managers to meet them.
- Oversees the development of public service department budgets and the appropriate expenditure of funds.
- Responsible for public service department and library-wide staff development, including coordination of annual staff day and other key training priorities - customer service, safety, social services, and professional development.
- Assists the Executive Director with board-related tasks and meetings, annual reports, and the evaluation and planning of library-wide services and initiatives.
- Identify new or unique developments in social, civic, and human services organizations that could positively impact the library and be considered for implementation.

## **Additional Duties:**

- Understands, implements, and effectively communicates library policy and procedures, upholding principles of confidentiality, equity and inclusion, and the ALA Bill of Rights.
- Works on the public service desks as needed for coverage and to gain a thorough understanding of the needs and workflows of the library.
- Plans and coordinates the collection and evaluation of public services focused data to support changes and improvements in library services and to meet public library standards.
- Assists in the development of building and grant projects as needed.
- Assists with activities of the Foundation and Friends of the Library as needed.
- Works with staff to support the effective marketing of public services through the library's newsletter, website, social media, and traditional media.
- Represents the library at community events and other outreach opportunities and assists in conducting special programs and events as needed.
- Participates in relevant training, continuing education and/or professional development.
- Serves as person-in-charge in the absence of the Executive Director and takes an active role in maintaining the well-being of the library.
- Performs other duties as assigned.

## **Working Conditions/Job Requirements:**

- Working in an office setting with an active service desk, may include extensive use of computers, phones, and other office equipment.
- Able to move, lift, push, carry, and put away items up to 25 lbs.
- Able to work evenings and weekends as required.
- Access to transportation for offsite responsibilities.