

MANITOWOC PUBLIC LIBRARY JOB DESCRIPTION

Job title: Executive Director

Reports to: Manitowoc Public Library Board of Trustees

Pay grade: R

FLSA status: Exempt

Position Number: 10071

POSITION OVERVIEW

Responsible for the operations of the library, and development and implementation of all services and programming. Provides overall vision and leadership to all employees. Continually and consistently carries out the library's vision and mission while working collaboratively with area organizations and boards. Responsible for supervising, coordinating, planning and directing the activities of staff, while maintaining high standards of library service. To ensure success, the employee will uphold the established core competencies of communication/customer service, professionalism/leadership, productivity/teamwork/attendance, job knowledge and following policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. **LIBRARY OPERATIONS:** Establishes and maintains overall library workflow for optimal operations and success of Manitowoc Public Library
 - a. Oversees and manages development of inclusive programs and services from conception to completion, including but not limited to: planning, marketing, technology, implementation and evaluation
 - b. Establishes and achieves strategic and operational goals for the library in alignment with the Library Board, and according to the needs of the community
 - c. Drafts and recommends policies to the Library Board; responsible for compliance and implementation of the library's policies and procedures
 - d. Oversees and manages the promotion of library resources and develop community partners through regular outreach. Acts as a library liaison to civic groups, attends community events, and other outreach opportunities as a representative of the library
 - e. Develops and implements evaluation metrics to monitor effectiveness of resources and/or services
 - f. Oversees development of a comprehensive and inclusive collection of print, non-print and digital materials related to specific patron demographics of the library's service population
 - g. Manages the organization's effort to assess, acquire, install and evaluate technology to meet the changing needs of patrons and to constantly improve efficiencies
 - h. Develops and maintains a positive and professional relationship with vendors. Negotiates contracts and agreements with other libraries, systems and businesses
 - i. Develops and oversees annual budget and controls expenses for the library
 - j. Analyzes and reviews statistical reports, trends and usage data
 - k. Directs and monitors the writing of grants and proposals for funding from all levels government sources, corporate, foundation or public sources
 - l. Works to assure the successful development and evaluation metrics of quality process improvement initiatives
 - m. Provides oversight on maintenance operations, future planning and building needs,

- including the safety and security of library facilities
 - n. Provides oversight on space planning, library construction, renovations, lease negotiations, and site location, with a focus on inclusive design
2. LEADERSHIP: Works closely with Library Board of Trustees, Friends of Manitowoc Public Library, Manitowoc Public Library Foundation and the library management team to improve the overall efficiency, effectiveness and value of library services and resources.
- a. Oversees library staff, from hiring through resignation/termination, including but not limited to hiring, mentoring, coaching, disciplining, scheduling, training and evaluating. Supervises and develops the management team and provides leadership for library-wide talent development
 - b. Defines responsibilities, establishes line of authority, delegates work, and directs the duties and training of staff
 - c. Recommends goals and objectives for the library to the Library Board. Oversees implementation of approved goals and objectives through short and long-range planning
 - d. Provides administrative and overall managerial direction for the library. In the absence of department manager, provides direct management, administration and supervision of that department
 - e. Builds effective relationships with Manitowoc-Calumet Library System (MCLS) staff and MCLS library directors
 - f. Builds effective relationships with Library Board and key stakeholders such as Mayor, City Council, City Department Heads, Friends of Manitowoc Public Library, Manitowoc Public Library Foundation, business leaders, area schools, and local non-profit organizations
 - g. Leads and works with others in teams to evaluate, develop, and improve services
 - h. Fosters a culture of commitment to quality customer service and best business practices
 - i. Capitalizes on opportunities to lead and exemplify the library's mission, vision and values
3. CUSTOMER SERVICE: Provides direct or indirect assistance to customers
- a. Demonstrated sensitivity to and respect for diverse socioeconomic, ethnic, religious and cultural backgrounds of staff and clients
 - b. Directs, coordinates and monitors special fundraising projects and capital campaigns to meet established fundraising goals
 - c. Coaches and models the excellent customer service expected at MPL
 - d. Develops and maintains documented procedures and schedules
 - e. Maintains and strengthens community contacts, relating library objectives to community needs
 - f. Represents the library on city committees and local service organizations
 - g. Speaks publicly as an expert related to Manitowoc Public Library
 - h. Delivers excellent customer service to patrons in person, over the phone and/or via email; striving for interactions that are accurate, thorough, timely and personalized
 - i. Capitalizes on opportunities to promote and upsell services to patrons, including but not limited to programs, online databases and collections
 - j. Understands and advocates for broader community needs
 - k. In collaboration with Manitowoc-Calumet Library System (MCLS), oversees services and resources provided to member libraries to fulfill resource library agreement

- l. Serves on the System and Resource Library Administration Association for Wisconsin (SRLAAW); acts as liaison between Manitowoc Public Library and Wisconsin Division for Library Services; builds state-wide relationships to connect Manitowoc Public Library with state initiatives
- m. Enforces the library's policies and procedures and works to support safety and security of the library building and grounds

QUALIFICATIONS NEEDED

EDUCATION & EXPERIENCE:

- 1. Master's Degree in Library and Information Services (MLIS) from an ALA accredited college or university; bachelor's degree in related field plus three years of professional library management experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities
- 2. Grade 1 Wisconsin Library Certification or eligibility to obtain Grade 1 Wisconsin Library Certification according to DPI standards
- 3. *Preferred:* Three to five years of job related experience in a position requiring excellent customer service skills, data management skills and the use of advanced technology in a fast-paced, work intensive environment, including two years in a supervisory capacity

KNOWLEDGE SKILLS & ABILITIES:

- 1. Strong verbal and written communication skills
- 2. Ability to represent the library in a responsible, professional and trustworthy manner
- 3. Ability to provide strong leadership and foresight related to change management regarding library operations
- 4. Ability to maintain a calm demeanor under stressful or unsettling circumstances
- 5. Ability to follow detailed verbal and written instructions
- 6. Ability to work independently with minimal supervision
- 7. Ability to work efficiently while paying close attention to detail
- 8. Ability to multitask and prioritize
- 9. Ability to assess users' needs and provide assistance
- 10. Ability to establish and maintain cooperative and courteous working relationships with staff and the public
- 11. Ability to meet the flexible scheduling needs of the library
- 12. Advanced mathematics skills
- 13. Advanced technology skills, including keyboarding, word processing and email
- 14. Ability to make presentations to varying sized groups of people with a wide range of knowledge and abilities
- 15. Strong financial management skills, including strategic budgeting skills with the ability to prioritize and maximize limited resources
- 16. Ability to demonstrate accountability, integrity and maintain a high level of confidentiality
- 17. Detailed knowledge specific to current trends, tools, issues, software and skills being implemented in specific area of focus
- 18. Knowledge and ability related to leadership, supervisory and personnel management techniques
- 19. Ability to listen, choose an appropriate medium for a message, present information clearly/concisely and give/receive feedback
- 20. Ability to accurately analyze and evaluate situations; set and monitor goals; delegate; problem-solve; plan, coordinate and expedite work projects; and evaluate outcomes

21. Ability to supervise, manage, mentor and coach others. Ability to lead and facilitate the work of teams and individuals

PHYSICAL DEMANDS

1. Frequently stands, walks, kneels, reaches, holds, talks and uses repetitive movements at all levels
2. Makes use of computer keyboard/technology when necessary
3. Specific vision abilities required by this position include close vision, distant vision, color vision, peripheral vision, depth perception and ability to adjust focus
4. Frequently pushes or pulls objects weighing up to 100 pounds on wheels
5. Frequently lifts up to 10 pounds, climbs stairs, stoops, kneels, crouches and crawls
6. Occasionally lifts up to 50 pounds
7. Travel to meetings outside of the library

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The Manitowoc Public Library Board of Trustees retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The Manitowoc Public Library is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The library will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Board Approved: May 2020

Revised: