



**DETROIT PUBLIC LIBRARY
HUMAN RESOURCES
ANNOUNCEMENT OF VACANCY**

POSITION: Assistant Director

AGENCY: Public Services

SALARY: \$ 85,879 - \$ 107,499

For a complete description, log on to www.detroitpubliclibrary.org.

APPLICATION INSTRUCTIONS – INTERNAL & EXTERNAL APPLICANTS

- *Submit completed resume with cover letter to tsimon@detroitpubliclibrary.org*

**APPLICATIONS MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE BY
5:00 p.m., Thursday, June 8, 2023.**

The Detroit Public Library provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

JOB DESCRIPTION

Library – Assistant Director – Public Services

LIBRARY – ASSISTANT DIRECTOR – PUBLIC SERVICES

Job Family: **Administrative Services Group** FLSA Status: **Exempt**
Revised Date: **March 2022** Bargaining Unit: **Non-Represented**

GENERAL PURPOSE: Under administrative direction, initiates, develops, plans, coordinates, and administers public service operations for the Detroit Public Library (DPL); and provides leadership in delivering excellent library services to customers of the Main Library, special collection agencies, and a network of 21 branch libraries.

SUPERVISION RECEIVED/EXERCISED: Works under the administrative direction of the Library – Public Services Director; and exercises supervisory responsibilities.

DISTINGUISHING CHARACTERISTICS: This job class is an individual contributor and is not distinguished from other classes in a job series.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Oversees daily public service operations including developing and implementing staffing plans; developing procedures and resolving procedural issues; facilitating communication and productive working relationships between units; identifying and resolving customer issues; and addressing emergency situations, such as safety and/or facility issues.
- Plans, directs, coordinates, and evaluates the work of assigned staff; coaches and develops developmental work plans for staff, as needed; recommends corrective actions, when necessary.
- Guides, trains and motivates staff; coordinates and/or provides staff training; and assists with managing employee relations.
- Monitors, analyzes and evaluates the efficacy of library services; initiates, develops, plans, coordinates, and implements service changes, new services, special projects and changes in policy and procedure.
- Ensures an environment of customer-responsive services, providing customer-responsive service and handling customer service issues.
- Participates in system-wide strategic planning by researching options and developing recommendations for a course of action; determining specific strategies to implement broad policies for future growth; and works with agency managers and others to develop and implement goals and objectives in support of the Library's strategic plan.
- Provides support to the Library Director for Public Services on matters as directed; participates on a variety of committees as assigned; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, Library policies and procedures, rules and regulations.
- Performs other duties as assigned or required.

JOB DESCRIPTION

Library – Assistant Director – Public Services

MINIMUM QUALIFICATIONS:

Education and Experience:

Master's Degree in Library and Information Science from an ALA accredited institution and seven years of library management experience that includes program and project management, strategic planning, and reference services and collection development; and three years of supervisory and budgetary experience; preferably in a multi-sited non-profit or public sector environment; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid State of Michigan Driver's License.

Required Knowledge of:

- Managerial, organizational, and leadership principles and practices.
- Principles and goals of public libraries.
- Current information and library best practices.
- Current and future trends in computing technologies.
- Library reference service routines, operations, and collections.
- Project/program planning and management principles and practices.
- Strategic planning principles and practices.
- Budget management methods and techniques.
- Public and community relations principles and practices.
- Other pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- Public library operations, services, and policies.
- Supervisory principles, practices, and methods.
- Customer service standards and procedures.

Required Skill in:

- Interacting with people from different social, economic, and ethnic backgrounds.
- Library research techniques, including the use of technology.
- Researching and administering library best practices programs.
- Project management and administration.
- Problem solving and decision-making.
- Planning, analyzing, organizing and coordinating activities and establishing priorities.
- Budget preparation and forecasting.
- Program design and development.
- Presenting ideas and concepts orally (including public speaking) and in writing.
- Working cooperatively with branch and department customers.
- Responding to inquiries in effective oral and written communications.
- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with Library and department staff, board members, outside agencies, and the general public.
- Supervising, leading, and delegating tasks and authority.

Physical Demands / Work Environment:

- Work is performed in a standard library environment.
- Subject to sitting, standing, and walking.