



Director

Statement of Work

The Director's role is critical in setting the professional tone of the library, establishing customer service expectations, and being the leader and role model for all staff. The successful candidate will possess exceptional skills in management, finance and budgets, customer service, analytical and problem-solving skills, handling challenging situations, multi-tasking, and serving as a team leader and team player. The Director values the library, its environment and its contributions to the community and instills this in all staff. The Director embraces change.

Reports to: Board of Commissioners

Service Behaviors:

- Safety
 - Maintain a safe environment by being aware of surroundings
 - Alert a co-worker of potential danger
 - Protect privacy and confidentiality through using a low voice and professional language
- Courtesy
 - Display a welcoming tone of voice and body language to everyone
 - Be kind
 - Give full attention, and focus on interaction
 - Use phrases such as: "How may I help you today?," "I am glad to be of assistance," "Thank you for coming in today," "We hope to see you again soon," or use friendly language
- Knowledge
 - Effectively use and share: resources, systems, databases, and computers
 - Actively engage in training opportunities by checking the DLC consortium page and libguides (guides.lib.de.us/profdev)
 - Know what to do and why you are doing it, or ask questions to seek knowledge
 - Ensure satisfaction to everyone with creative and accurate solutions and a "Let me find out" attitude
- Efficiency
 - Provide accurate information in a credible and timely manner
 - Listen to determine and clarify others' needs
 - Be the solution - offer ideas to improve operations and processes
 - Document and share best practices
 - Minimize waste of resources: people, time, financial, and materials

Core Competencies

Positive Attitude: Demonstrates the ability to look for opportunities during challenges; brings forth solutions to difficult situations and issues; delivers difficult communications with an eye towards lessons learned and opportunities to be gained at an individual, visitor or library's perspective.

Effective Communication: Communicate clearly and effectively when delivering verbal and written communications; speaking (and listening) is clear, empathetic, non-defensive and non-judgmental; builds strong, trusting, and rewarding relationships, thinks creatively, solves problems, and resolves conflicts.

Competence: Being current and forward thinking in one's area of responsibility; demonstrating the ability to work through and anticipate challenges and issues proposing sound solutions to complex problems.

Commitment: Service driven perspective, understanding the importance and significance of your role and the impact of your performance on you, your team, the library and the community. Demonstrates a willingness to do what is needed to further the mission and vision of the library.

Resilience: The ability to be flexible in the face of changing employee, patron or library recommendations and requests; recovers and redirects efforts appropriately in the face of any deviation or disruption in service or resource.

Duties and Responsibilities

- Oversees Youth Services and Youth Services Coordinator to include evaluation of library programs
- Responsible for monitoring Youth Services program and materials budget.
- Responsible for Youth Collection Development and materials budget
- Supervises work of Assistant Director
- Oversees job, tax and social service offerings in the library
- Supports the efforts of the Board and Friends in fundraising activities
- Establishes and maintains contact with individual businesses and community organizations
- Works collaborative on grants for the library
- Organizes and conducts presentations to community groups, organization and schools
- Attends Georgetown Chamber of Commerce, Friends of the Library and community events and festivals
- Attends required State and County Library meetings
- Responsible for Collection Development, purchase of library materials, supplies and management of budget
- Regularly reviews vendor agreements and obtains best pricing for library materials and services
- Prepares, maintains monthly and yearly statistical reports including those for Sussex County and Delaware Division of Libraries

- Maintains compliance with the Sussex County Grant Agreement and Division of Library requirements
- Maintains fiscal year budget and serves as an advisor on expenses and library needs in partnership with Board of Commissioners and accountant
- Recruits, interviews and hires new employees, with Board approval
- Creates and maintains all employee files and key cards
- Approves employee time sheets and all associated employee expenses
- Responsible for employee work schedule, vacation and sick leave in cooperation with the Assistant Director
- Collaborates with the Assistant Director on employee performance and yearly evaluations
- Evaluates and writes library policies and procedures and communicates those clearly to staff
- Manages petty cash
- Handles all library donations and follows up with appropriate acknowledgement and bank deposit
- Approves all invoices and bills for payment
- Demonstrates mastery of Workflows, Microsoft Software, e resources.
- Monitors and responds to emails in the georgetown.library email account
- Collaborates with the Assistant Director in maintenance of the library calendar
- Troubleshoots building mechanical operation systems, alarm system and has daily oversight of building maintenance. Responsible for reporting problems to the board
- Monitors the security cameras or walk through the library during busy times.
- Oversees Janitorial Services
- Responsible for scheduling library holidays and closings in the security system
- Responsible for creating and maintaining a positive, high energy work environment which benefits patrons and employees
- Sets tone of strong work ethic, team work, collaboration and partnership in an open, friendly manner
- Acts as ex-officio secretary for the board: writing and posting monthly board meeting agenda, recording and transcribing the monthly board minutes, assembling monthly board meeting packets, composing and sending letters on behalf of the library board and emailing the board regarding monthly meeting
- As required, conducts inventory of library materials with the assistance of circulation staff
- Ability to travel throughout the Georgetown area presenting to community groups, organizations, children's groups and schools information about the offerings and assistance the library provides
- Develop and maintain effective working and team relationships with peers, staff, patrons, Board and Friends
- Actively contributes to the Independent Libraries of Sussex County as well as designated organizations at the state level
- Maintains confidentiality always
- Develops, trains and maintains a volunteer program supporting Circulation Services

- Flexibility in work schedule as needed
- Other duties as assigned

Qualifications

- Must have a Bachelor's degree in a library or community related field and have supervisory experience. MLS is preferred. The ability to speak Spanish is a definite plus.
- A commitment to excellent customer service and the ability to work with people of diverse backgrounds.
- Demonstrates flexibility, initiative and creativity with ability to handle multiple priorities.
- Interprets and enforces library rules and policies to library customers and staff.
- Handles security issues and emergencies.
- Excellent verbal and written communications skills. Possess strong presentation skills. Demonstrates confidence and expertise.
- Demonstrated excellent proficiency in internet searches, Library software, Microsoft Office Applications (Word, Excel, Outlook) and e-books.
- Successful background check
- Possession of a valid driver's license
- Physical requirements. There are periods of time where you can be: Standing or sitting; Occasionally to frequently squatting; Kneeling, bending, turning, twisting; Walking and reaching above or below your shoulder depending on the task; At times lifting up to 30 pounds; Pushing a cart with contents that may weigh up to 100 pounds; Answering the phone; Speaking/listening to internal/external customers; Viewing books; Working on the computer; Putting up and taking down the retractable meeting room wall; moving tables and chairs or carts of chairs.

Compensation

This is a full-time exempt position with a minimum work week of 37.5 hours. Salary negotiable based on experience/education. After a year of work, may be eligible for a SIMPLE IRA plan.