

Position Title	Operations Director		
Working Title			
FLSA Status	Exempt	Job Code	
Classification	D2	Revised	01/2019

### General Purpose

Oversees the three Divisions of the Public Services Department: Library Operations, Library Services, and Information Technology. Acts as the Executive Director in their absence.

### Illustrative Examples of Duties and Responsibilities

Plans, organizes, directs, and evaluates library public services to meet the District’s mission, goals, and objectives; analyzes District library operations, services, and technology needs and recommends changes in policies, procedures, practices, equipment, facilities, and/or staffing to meet identified needs; sets priorities for service provision in the District.

As a member of the District’s executive Leadership Team, assists in formulating District-wide policies, procedures, operations and services; develops and administers the annual budget for library operations, services, and information technology, including personnel, furnishings, equipment and supplies.

Serves as liaison between the District and communities it serves, develops positive relationships with civic and community organizations, Friends of the Library groups, and elected and appointed officials.

Ensures that library operations, programs, activities, and technologies are seamlessly coordinated District-wide, and required resources are appropriately balanced.

Ensures that a comprehensive program of in-library, external, and virtual library services are responsive to identified community needs and align with strategic goals and objectives, and that day-to-day library operations, equipment and facilities are effective, efficient and attractive; evaluates potential of new programs, services, equipment or facility modifications and recommends/approves appropriate action.

Directs and oversees the design, installation, operation, and maintenance of all computer, and telecommunications systems for the District, including but not limited to an online Integrated Library System (ILS), public software stations with Internet access, public website functionality and staff Intranet, data communications network, HR, financial, telephone and email systems.

Coordinates with the appropriate department to resolve issues pertaining to buildings, equipment, materials, and daily business operations.



www.sclld.org  
 Administrative Offices  
 509.893.8200  
 fax 509.893.8472

Airway Heights Library  
 509.893.8250  
 Argonne Library  
 509.893.8260

Cheney Library  
 509.893.8280  
 Deer Park Library  
 509.893.8300

Fairfield Library  
 509.893.8320  
 Medical Lake Library  
 509.893.8330

Moran Prairie Library  
 509.893.8340  
 North Spokane Library  
 509.893.8350

Otis Orchards Library  
 509.893.8390  
 Spokane Valley Library  
 509.893.8400

Provides estimates and forecasts of library operational and services needs to assist in long- and short-range planning; identifies trends in member use of library services, the website and library collection; adjusts resources to meet changing community needs.

Collaborates with the Executive Director and staff in developing and coordinating plans for new buildings or the remodeling of existing facilities.

Collaborates with other members of the executive Leadership Team to allocate staff resources and coordinate programs and services; leads Public Services leadership team.

Interviews, selects, hires, and trains assigned staff; directs, plans, assigns and determines the manner of work performed. Provides effective direction to ensure objectives are met in a timely and efficient manner.

Addresses customer comments and complaints.

Keeps current on trends, developments, and issues in librarianship and library management; participates in professional organizations, in-service training conferences, workshops, and seminars as appropriate.

May perform other related duties as assigned.

### **Supervision**

Reports to: Executive Director

Supervises: Program Manager, Operations Manager and Information Technology Manager

### **Minimum Qualifications**

#### Required:

- Master of Library & Information Science or equivalent
- Professional Librarian's Certificate issued by the Washington State Library (or its predecessor) as required by RCW 27.04.055.
- Three years recent professional level library management experience in public library services;
- Three years progressively responsible experience with information systems, computer systems and network management

The District may accept an equivalent combination of education and experience in lieu of the above requirements.



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250

Argonne Library  
509.893.8260

Cheney Library  
509.893.8280

Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320

Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340

North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390

Spokane Valley Library  
509.893.8400

Preferred:

- Five years recent professional level library management experience in public library services;
- Five years progressively responsible experience with information systems, computer systems and network management
- Bachelor's degree in Computer Science
- Public library experience
- Multiple-site management experience

## Necessary Knowledge, Skills & Abilities

Knowledge of:

- Fundamental principles and practices library resources, programs, and services.
- Computer systems, and application software; small enterprise data center systems, Internet and network security and Internet content filtering, telecommunications services and networking.
- Trends in librarianship and related fields.
- Principles and practices of supervision, organizational development, and leadership management.
- Principles of intellectual freedom and open access.

Skill in:

- Strategic planning, including community analysis, goal setting, and resource allocation.
- Use and application of new and emerging technologies.
- Use of computer systems and various software programs, including integrated library system ILS, to access information.

Ability to:

- Organize, implement, evaluate, and modify library operations and services.
- Apply the fundamental principles and practices of technology; learn complex technical material, and adapt to a rapidly changing technological arena.
- Train and direct the work of subordinate staff.
- Communicate effectively both orally and in writing.
- Organize, implement, evaluate, and modify library service programs.
- Find and use resources to provide requested information.
- Use initiative, problem-solving skills, and sound judgment.
- Consistently demonstrate quality customer service behavior(s).
- Interact in a professional and respectful manner with District staff and the public.
- Maintain confidentiality of customer information.
- Establish and maintain effective working relationships in a team environment.
- Work quickly and accurately; follow directions and meet deadlines.



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250  
Argonne Library  
509.893.8260

Cheney Library  
509.893.8280  
Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320  
Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340  
North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390  
Spokane Valley Library  
509.893.8400



[www.scl.d.org](http://www.scl.d.org)  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250  
Argonne Library  
509.893.8260

Cheney Library  
509.893.8280  
Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320  
Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340  
North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390  
Spokane Valley Library  
509.893.8400

## Work Environment/Physical Demands

Work is performed primarily in a library environment. Work may be performed at offsite locations during library outreach activities. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds, and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

## Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

*The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Approved

Signature	Date
-----------	------



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250  
Argonne Library  
509.893.8260

Cheney Library  
509.893.8280  
Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320  
Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340  
North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390  
Spokane Valley Library  
509.893.8400

--	--



[www.scl.d.org](http://www.scl.d.org)  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250

Argonne Library  
509.893.8260

Cheney Library  
509.893.8280

Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320

Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340

North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390

Spokane Valley Library  
509.893.8400