

<b>Job Title</b>	Operations Director		
<b>Reports to</b>	Executive Director	<b>Supervises</b>	Digital Services Manager IT Manager Operations Manager Public Services Manager
<b>FLSA/MWA Status</b>	Not eligible for overtime	<b>Remote Work Status</b>	Eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	D2
<b>Required</b>	Background & driver license check Credit Check WA State Professional Librarian Certificate		

<b>Job Overview</b>
<p>Working with the Executive Director as a member of the District's Leadership Team, this position plans, develops, organizes, evaluates, directs, and manages District Operations in a manner that supports the District's strategic plan, mission, goals, and objectives.</p> <p>Provides guidance and advice regarding District operations and services; formulates District-wide policies and procedures participates in the strategic and long-range planning for the operation and future development of the District.</p>

Qualifications	
The ideal candidate will be able to build relationships at all levels, have a Master of Library & Information Science or equivalent, 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, and two years of supervisory experience.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services.
	Apply the fundamental principles and practices of technology; learn complex technical material, and adapt to a rapidly changing technological arena.
	Communicate effectively with staff and customers
	Develop system wide policies, procedures, and services.
	Effectively communicating District messaging to various audiences
	Establish and maintain effective working relationships with subordinates, other District officers, Board of Trustees, library Executive Director and the public.
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds.
	Follow directions and work quickly and accurately to meet deadlines.
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Maintain confidentiality of information
	Model behavior for high levels of service.
	Organize and express ideas effectively in verbal and written communication
	Organize, implement, evaluate, and modify library operations and services.
	Positively represent the District within the community
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings.
Use initiative, problem-solving skills, and sound judgement	
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Computer systems, and application software; small enterprise data center systems, Internet and network security and Internet content filtering, telecommunications services and networking.
	Dewey Decimal system of classification
	Effective interpersonal communication and persuasion techniques

	Fundamental principles and practices library resources, programs, and services.
	Library services and resources
	Management principles and practices including program planning & evaluation, budgeting, supervision, and strategic planning
	Microsoft Office and other software applications
	Principles and methods of supervision, management, and training.
	Principles of intellectual freedom and open access
	Public library resources, programs, and services
	Strategic planning, including community analysis, goal setting, and resource allocation
	Trends in librarianship and related fields.
	Use and application of new and emerging technologies.
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes.

### Job Duties

*The duties listed 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.*

As part of the Leadership Team:

- Oversees and directs the functions of District IT and Public Services departments.
- Plans, organizes, directs, and evaluates IT and Public Services to meet the District's mission, goals, and objectives; analyzes needs and implements changes to procedures, practices, equipment, facilities and or staffing to meet identified needs.
- Develops and administers the annual budget for the IT and Public Services departments, approves expenditures as needed
- Maintains knowledge of current trends, developments, and issues in IT and Public Services. Informs the Executive Director and Leadership Team as necessary; makes recommendations for follow up
- Drafts new policies and edits existing policies for submission to the Board of Trustees, drafts procedures
- Oversees and evaluates statistical data to analyze use and impact of assigned department; prepares relevant reports; Identifies and implements systems for improving process efficiency and effectiveness
- Develops, implements, and administers programs, policies, and administrative procedures that complement the District's mission and strategic objectives.

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.

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.
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.
Enforces the Code of Conduct
Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary
In addition, this position may: <ul style="list-style-type: none"> <li>• Clean &amp; disinfect common and shared work areas</li> <li>• Perform seasonal tasks such as shoveling snow and spreading ice melt</li> </ul>
Performs other duties as needed or as directed

### **Supervisory Responsibilities**

*The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Participate in the hiring process
Provide constructive feedback and on-time performance evaluations
Identify training needs and recommend/assign training to meet those needs
Set priorities and expectations
Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills

### **Work Environment**

Work is performed in an office environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

### **Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

### **Psychological Demands**

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.