

Indian Prairie Public Library

Deputy Director

As Deputy Director you serve as second-in-command of the library, working closely with the Executive Director leading the library and planning services. You are an essential member of the leadership team planning for the future and facilitating collaboration and communication within the organization. You connect with our library guests, the community, and staff with your warmth, knowledge, and love of serving others. You ensure our guests and staff have a wonderful facility to enjoy and that our IT easily supports the library's many technology needs.

Who you are:

- You engage well with people of all ages and are passionate about providing exemplary customer service experiences.
- You enjoy helping people find the answers they need, connecting them with materials they'll love, teaching them how to use the library, and letting them know what is new.
- You easily make connections with people and seek to build relationships.
- You're a thoughtful and collaborative team player.
- You are a leader, who effectively leads and inspires staff.
- You understand the importance of user experience and this guides your decision making.
- You have a natural affinity for and interest in technology.
- You have a strong attention to detail and accuracy is important to you.
- You love data and use it effectively to manage services.
- You make smart, independent decisions, understanding the big picture and your place in it.
- You're really comfortable with change and are always looking for new ideas to improve services.
- You're good at organizing your work and are able to juggle multiple tasks and projects with frequent interruptions.
- You show initiative and can think on your feet.
- You're a great communicator, both verbal and written.
- You enjoy and are good at public speaking and presentations.
- You're excited about the prospect of growing and learning in a changing environment.
- You enjoy a good laugh.

A position you'll love:

- You provide and model excellent customer service and hospitality assuring positive guest experiences
- On call, roaming the floor, and at the Desk, you serve guests of all ages in a variety of ways:
 - Engaging with guests on the floor where they are at.
 - Providing expert reference services.
 - Assisting and training guests on using our catalog, databases, and e-content.
 - Advising about books, movies, and music and sharing meaningful suggestions.
 - Sharing about our programs and services and being a point of referral for other library services.
- You contribute to staff excellence and satisfaction by being a great role model to all staff and providing support to supervisors.
 - You oversee the screening of job applicants and assist supervisors in interviewing and selecting new employees.
 - You assist with staff development including developing and managing Staff Institute Day.

- You're responsible for training staff on library-wide initiatives.
- You are responsive to guest and staff incidents and emergencies, working to maintain good relationships while resolving problems. You assume the duties of the Executive Director in their absence.
- You work actively and collaboratively with the Executive Director and other members of the Leadership Team to support the library's mission and strategic plan. This includes work on library wide projects, evaluating and improving current services as well as developing new services, and strategic planning.
- You ensure the building and grounds look good and everything is functioning as it should.
 - You supervise and manage the Building Services Coordinator, including planning projects and ensuring day-to-day activities are accomplished to keep the building attractive and functional.
 - Keeping the user experience in mind, you provide ideas on how to improve the building and grounds for use by guests and staff and to create efficiencies.
 - You monitor fulfillment of building maintenance vendor contracts.
 - You are responsible for safety and security protocols for the staff and the building including training staff and maintaining pertinent manuals and supplies.
- You oversee the library's IT network plus staff equipment and software.
 - You troubleshoot technology and supervise and direct other staff in support of this.
 - You work with consultants on technology upgrades and projects.
 - You ensure staff are properly trained in using their equipment and software.
 - You develop the annual technology plan.
 - You oversee the website functionality.
- You develop relationships in the community by serving as liaison to the Foundation & Friends and assisting with outreach to local organizations.
- You work with other staff to develop and manage successful library-wide events and fundraising initiatives.
- You attend Library Board meetings plus attend Board Committee meetings as assigned.
- You develop new policies as needed and ensure current policies are up-to-date and reviewed regularly.
- You ably manage assigned budget lines plus prepare insightful, clear reports about activities and services.
- You embrace and effectively manage change, skillfully leading your staff.
- You write grants that support the work of the library.
- You help maintain safety and order in the library by acting as one of the People-in-Charge and assist with making sure the building is securely closed at the end of the day.
- You love learning and keeping up with library trends by reading professional literature and participating in continuing education and training opportunities.
- You perform other duties as assigned by the Executive Director.

Do you have what it takes?

- Master of Library Science degree from an ALA accredited school.
- Minimum of seven years progressively responsible experience in public libraries including three years as a department head.
- Proficiency in using computers and other devices plus Word, Excel, Outlook, the Internet and library catalog and software.

Physical requirements:

- Hear, speak, and listen to individuals in person and by telephone.

- Reading materials in print and electronic format.
- Ability to use a mouse, keyboard and computer monitor.
- Ability to sit and use a computer for extended periods.
- Ability to move throughout the library to provide, explain, interpret and retrieve resources.
- Ability to safely lift library materials up to 20 pounds.
- Ability to push/pull carts with materials.
- Ability to reach, bend, kneel and crouch to retrieve and replace library materials.

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