
New Castle Public Library

Deputy Director, District Library Services / District Consultant Job Description

GENERAL SUMMARY

The Deputy Director, District Library Services / District Consultant reports to the District Administrator at the New Castle Public Library and acts as a liaison among the Office of Commonwealth Libraries, the District Center, and local libraries, providing guidance on PA Code compliance, annual reports, professional activities, and operational improvements. This role requires a Master's degree in Library Science, minimum of 2 years of library administration experience, and involves supervising staff, coordinating meetings, and developing training, with regular travel within the service area and flexible working hours.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (Duties may include all or some of those listed)

- Supervisory Responsibility: Supervises work within a department, responsible for training, instructing, and scheduling work, and conducting performance evaluations.
- Supervision Received: Functions under general direction of a supervisor with wide discretion to meet job responsibilities.
- Customer Satisfaction and Service: Resolves and negotiates conflicts, ensuring customer satisfaction within assigned areas.
- Decision Making Impact: Actions affect operations of multiple work groups, a function, or a large department, and numerous customers.
- Communication Type: Involves considerable explanation and persuasion regarding complex issues; diplomacy required.
- Communication Level: Primarily interacts with administrators, managers, library stakeholders, board members, vendors, business and community leaders, elected officials, or media representatives.
- Complexity: Work is complex and varied, requiring the development of new solutions; governed by broad instructions, objectives, and policies.
- Budget Responsibility: Oversees and must meet a timed allocated budget, drafts budget or allocations for approval, tracks cash receipts, and authorizes limited expenditures.
- Implements the library's role as District Library Center (DLC); leads development and implementation of DLC plans.
- Meets reporting deadlines of the Office of Commonwealth Libraries (OCL); compiles and submits statistical reports and others.
- Provides advisory services to member library leaders on library development topics including management, policy development, strategic planning, and more.
- Develops, conducts, and evaluates orientation and training for library leaders, board members, staff, and volunteers.

- Leads or participates in meetings and training sessions; engages in professional development activities.
- Plans and conducts advocacy events and programs; reviews and evaluates District and services.
- Leads drafting the District budget and service plan; leads budget negotiations and tracks District expenditures.
- Maintains constructive and cooperative working relationships with various stakeholders.
- Coordinates projects and activities with other managers or department staff.
- Maintains records in accordance with the library's retention policy; participates in internal committees or special project teams.
- Maintains regular and dependable personal attendance and punctuality.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of budget preparation and grant application methods.
- Knowledge of teaching and instructional methods and their effectiveness.
- Proficiency with personal computer hardware and software, including library information systems, as well as familiarity with administrative and clerical office procedures and systems such as word processing, spreadsheets, and database programs.
- Demonstrates strong active listening, time management, learning, teaching, and critical thinking skills. Capable of solving problems, managing time effectively for both self and others, and communicating complex information clearly while maintaining focus and attention to detail.
- Knowledge of business and management principles involved in strategic planning, budgeting, resource allocation, and human resources.
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of methods for preparing budget requests and grant applications.
- Knowledge of methods for promoting services and programs in the community to achieve library objectives.
- Knowledge of media production, communication, and dissemination techniques and methods.
- Knowledge of methods for promoting services and programs in the community to achieve library objectives, along with principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Personnel management skills, including the ability to direct, motivate, and develop people.

- Coordination skills, with the ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision-making skills, including the ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Learning and teaching skills, with the ability to select and use appropriate training or instructional methods for the situation.
- Ability to direct, motivate, and develop people, exercise sound judgment, and adjust actions as needed. Demonstrate critical thinking and problem sensitivity, analyzing issues, identifying solutions, and implementing plans to achieve goals.
- Social skills, including awareness and understanding of others' reactions.
- Ability to read, listen to, and comprehend complex information in English, and to clearly communicate information and ideas in both writing and speaking, ensuring understanding across diverse levels of knowledge, skills, abilities, education, and experience.

KEY PERFORMANCE INDICATORS AND FINANCIAL PERFORMANCE METRICS

- Successfully meeting all reporting deadlines set by the Office of Commonwealth Libraries (OCL) through the timely and accurate compilation and submission of statistical and other reports.
- Effective assistance to member libraries in the preparation of their reports.
- Achievement of budget targets, including drafting and adhering to the District budget and service plan.
- Efficient tracking of District expenditures and provision of accurate financial reports to the OCL and member libraries.
- Successful negotiation and completion of budget-related discussions and agreements.
- Regular evaluation and continuous improvement of District programs and services.
- Increased participation and engagement in orientation and training sessions for library leaders, board members, staff, and volunteers.
- Positive feedback and satisfaction ratings from member library leaders and boards regarding advisory services.
- Development and implementation of effective strategic plans and library policies.
- Successful coordination and execution of advocacy events and programs.
- Establish constructive and cooperative working relationships with senior management, co-workers, community members, and outside groups.
- Effective decision-making and problem-solving regarding District operations.
- High levels of attendance and participation in professional development activities, such as conferences, workshops, and meetings.
- Regular and dependable personal attendance and punctuality.
- Achievement of performance goals and targets as outlined in individual and departmental plans.

EDUCATION, EXPERIENCE, AND TRAINING

The position requires a Master's degree in Library Science, two years of progressively responsible public library experience, including direct staff supervision. Candidates must have a current driver's license, insurance, and their own transportation or the ability to travel among many library sites. Additionally, the following clearances are required on the date of hire: PA State Police Criminal Record Check, PA Child Abuse History Clearance, and FBI fingerprint-based background check.

POSITION HOURS

The District Consultant position requires flexibility in working hours, with the ability to work varying shifts, including mornings, afternoons, evenings, and holidays, six days a week. The schedule is dependent on the needs of district libraries, necessitating adaptability to meet those demands. This role involves balancing multiple activities and requires the ability to work independently and effectively manage time to accommodate the diverse requirements of the position.

PHYSICAL AND MENTAL REQUIREMENTS

The position requires the ability to sit and use a computer workstation, including keyboard and visual display terminal, for extended periods. Regularly required to stand, walk, reach with hands and arms, and use hand, wrist, and fingers simultaneously for tasks such as computer entry. Occasionally required to push or pull objects or loads weighing up to 20 pounds and, on rare occasions, up to 50 pounds. Must be able to hear, comprehend, and respond to library customers and staff in both quiet and noisy environments. Effective communication skills are necessary for ordinary conversations and telephone interactions.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY

New Castle Public Library is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, sex, age, disability, or any other protected status. We believe in fostering a diverse and inclusive workplace where differences are valued and where every employee is treated with respect. Our commitment to affirmative action and equal opportunity extends to all aspects of employment, and we encourage reporting of any incidents of discrimination or harassment to ensure a fair and inclusive work environment.