

Application deadline: September 25; applications reviewed as received.

SUMMARY

The Director of Public Services is a senior operational leader responsible for the strategic direction, administration, and continuous improvement of public-facing library services across a multi-branch library system. Working in close partnership with the Executive Director and administrative leadership team, this position ensures the effective delivery of high-quality and responsive service delivery to meet community needs. This role provides direct leadership to department heads and oversees system-wide public service functions including circulation, reference, youth services, programming, and customer experience. The Director serves as a key liaison between senior leadership and operational teams, ensuring alignment in priorities, policies, and service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Job-Specific Accountability

Leadership and Strategic Direction

- Provides system-wide leadership for all public service departments across multiple locations, ensuring consistent, high-quality service delivery
- Serves as a key member of the senior leadership team, contributing to strategic planning, organizational priorities, and policy development
- Serves as an acting administrator in the absence of the Executive Director, as delegated

Service Delivery and Operations

- Ensures effective, customer-focused execution of services across circulation, reference, youth services, programming, and related areas
- Oversees the development, implementation, and evaluation of public programs and services across the library system
- Evaluates trends in library services, technology, and related library area of expertise to guide innovation and service delivery
- Promotes a culture of service excellence and continuous improvement
- Addresses escalated patron matters and interprets policy to resolve complex service issues
- Develops, reviews, and refines operational policies and procedures related to public service delivery
- Makes data-informed decisions regarding programs, service models, staffing, and resource allocation to maximize community impact
- Performs administrative, customer service, or operational support duties as needed to ensure continuity of service

Financial Oversight and People Leadership

- Oversees departmental budgets, including materials, programing, and operational expenditures while ensuring fiscal responsibility
- Ensures effective development, coaching, and engagement of public service staff, including recruitment and retention
- Promotes cross-functional teamwork and system-wide consistency

Community Engagement and Collaborative Partnerships

- Represents the library in the community, building relationships with schools, government, nonprofits, and other organizations, as applicable to role scope
- Identifies and develops collaborative opportunities that enhance library services to expand community impact
- Serves as a visible ambassador for the library and its mission
- Facilitates communication and collaboration with other divisions (e.g. branches, technical services, marketing, etc.) to ensure alignment of services and messaging

Organization-Wide Expectations

- Follows and enforces established library operational and workforce policies, procedures, and work standards
- Attends work regularly, on-time, and as scheduled
- Demonstrates inclusive, welcoming, and customer-focused service to patrons, staff, and community partners
- Maintains confidentiality of sensitive information and exercises sound judgment
- Actively participates in professional development, conferences, and community engagement
- Promotes a safe, secure, and accessible environment across all facilities
- Regularly reviews and utilizes internal communication platforms

WORK CONDITIONS

- Full-time, including evenings and weekends as required
- Frequent local travel between branches; occasional regional or statewide travel
- Work is performed in-office, public service, and library environments with regular interaction with staff and the public

Education and/or Experience

- Master's degree in Library Science (MLS/MLIS) from an American Library Association (ALA)-accredited program required
- Current or ability to obtain appropriate state public library certification within six (6) months of hire
- Minimum of five (5) years of progressively responsible professional library experience; public library experience strongly preferred
- Minimum of three (3) years of supervisory or managerial experience, including oversight of professional staff
- Experience in multi-branch systems, public services, or community-focused organizations

- Valid driver's license and acceptable driving record with certificate of coverage or insurability

Knowledge, Skills and Abilities

- Strong commitment to public service and equitable access to library resources
- Knowledge of modern public library practices, procedures, and service strategies
- Ability to develop and implement policies, procedures, and service strategies that promote consistency and efficiency
- Strong budgeting, financial management, and resource allocation skills
- Ability to analyze data, evaluate outcomes, and make evidence-based decisions
- Knowledge of management principles including personnel supervision, performance management, and team development
- Excellent interpersonal, leadership, and coaching skills; ability to build trust and collaborate across teams
- Excellent problem-solving and conflict resolution skills, including handling escalated patron or staff matters
- Ability to build relationships with diverse stakeholders and community partners
- Strong project management and organizational skills
- Proficiency with library systems (e.g., integrated library system), Microsoft Office suite, and standard business technologies
- Ability to work both independently and collaboratively in a dynamic environment

Language Skills

- Excellent written and verbal communication skills
- Ability to effectively present information, facilitate discussions, and communicate with diverse audiences including staff, leadership, and the public
- Ability to prepare reports, policies, and procedural documentation
- Spanish or bilingual skills are a plus

Physical Demands

- Ability to communicate effectively in person and through various communication methods
- Ability to travel and move between multiple locations and remain active throughout the workday
- Ability to sit, stand, walk, and engage in frequent movement and interaction
- Ability to occasionally lift or move materials (up to 40-50 pounds)
- Ability to perform tasks requiring reaching, bending, or crouching
- Reasonable accommodation may be made to enable individuals with disability to perform essential functions

Supervisory Responsibilities

- Directly supervises Department Heads and indirectly oversees public services staff
- Provides leadership, coaching, and development to direct reports
- Carries out supervisory responsibilities in accordance with library policies and applicable laws, including:
 - Workforce planning, staffing, and delegation
 - Performance management and evaluation
 - Employee development and training
 - Conflict resolution and corrective action

SALARY AND BENEFITS

A strong benefits package is part of your total compensation at EPL. This summary is designed for applicants and new employees. Eligibility varies by benefit and work schedule.

INSURANCE BENEFITS

Full-time employees working at least 30 hours per week are eligible. Coverage begins the first day of the month following 30 days of employment.

PAID TIME OFF BENEFITS

Paid vacation, PTO and holiday benefits are available to eligible employees scheduled at least 20 hours per week, with amounts varying by category and scheduled hours.

HEALTH & INSURANCE BENEFITS

- Medical: Choice of two Auxiant plans: PPO Buy-Up or HDHP Core. Preventive care is covered at 100% in-network on both plans.
- Marathon Health: Primary care, urgent care, many labs and common generic medications at no out-of-pocket cost for employees and covered dependents enrolled in an EPL medical plan.
- Prescription support: True Rx pharmacy benefits plus SHARx specialty-drug advocacy at no additional cost to medical plan members.
- Health Savings Account: Employees enrolled in the HDHP may be eligible to contribute pre-tax dollars to an HSA.
- Dental: Humana plan with a \$0 deductible; preventive services covered at 100%, basic services at 80%, and major services at 50%.
- Vision: VSP coverage with a \$20 eye exam copay, frame/contact allowances, and employee-only coverage at no payroll cost.

- Life & AD&D: EPL provides \$20,000 of basic life insurance and \$20,000 of AD&D insurance at no cost to eligible employees.
- Optional coverage: Voluntary life/AD&D, short-term disability, long-term disability, accident insurance and critical illness insurance are available for employee purchase.

PAID TIME OFF & HOLIDAYS

- Vacation: Eligible employees begin accruing vacation immediately. Full-time vacation starts at 10 days per year for pay grades 2-12 and 15 days per year for pay grades 14-24, with additional vacation earned as service increases. Eligible part-time employees receive a prorated amount.
- Medical PTO: Full-time employees receive 22 hours quarterly (88 hours annually). Part-time employees scheduled 20 hours receive 11 hours quarterly; employees scheduled 21-39 hours receive a prorated amount.
- Personal PTO: Full-time employees receive 6 hours quarterly (24 hours annually).
- Holidays: EPL observes 11 paid holidays for eligible employees: 8 closed holidays and 3 floating holidays. Holiday pay/credit is based on one-fifth of the employee's average workweek.

8 CLOSED HOLIDAYS

New Year's Day • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • New Year's Eve • Christmas Eve • Christmas Day

3 FLOATING HOLIDAYS

Martin Luther King, Jr.'s Birthday • Presidents Day • Veterans Day

ENROLLMENT

- New employees must enroll in insurance benefits within 30 days of hire.
- Eligible dependents may include a spouse and children through age 26, as well as certain dependent children of any age who are unable to care for themselves.
- Benefit elections and changes are completed through Paycom. Outside open enrollment, changes generally require a qualifying life event and timely notice to Human Resources.

Important: This is a recruitment and onboarding summary, not a plan document. Benefit eligibility, coverage, limitations and costs are governed by EPL policies and official plan documents. Benefits and rates may change.

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all duties, responsibilities, or qualifications.

Apply Here: <https://www.click2apply.net/AjmL6ATNmzZrnuo2eUonww>

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