

Town of Franklin

355 East Central Street
Franklin, Massachusetts 02038-1352



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Office of Human Resources

JOB POSTING NOTICE

POSITION:	Deputy Library Director
DEPARTMENT:	Franklin Public Library
SALARY:	\$80,000 - \$100,000 annually
HOURS:	35 hours per week, schedule to be determined; including evenings and weekends
POSTED:	April 23, 2024
PRIORITY DEADLINE:	May 24, 2024

The Town of Franklin is seeking a full-time Deputy Library Director with a passion for excellent customer service and leadership. Under the general guidance and direction of the Library Director, the Deputy Library Director assists in the planning, organization, supervision, development, and administration of all library services, personnel, operations, and programs. They work with library staff to coordinate consistent, effective and innovative library services that are in line with the Library's strategic goals, vision and mission. The Deputy Library Director oversees the Library's English language learning program.

The Deputy Library Director performs the following duties:

- Ensures outstanding customer service standards are met by all employees.
- Assumes leadership of the library in the Library Director's absence. Assists the Library Director with hiring, onboarding, supervision, and evaluation. Maintains staff schedules. Administers library and personnel policies and procedures.
- Develops, coordinates and supports the implementation of in-service training programs and continuous education opportunities for personnel to ensure all staff members have the knowledge, skills and service perspective needed to perform their jobs.
- Assists the Library Director in the management of library functions, including selection, collection acquisition, cataloging, circulation of library materials, and information services as needed.
- Assists the Library Director in Strategic Planning process; the evaluation and assessment of overall department functions and the implementation of new service objectives and programs.
- Works closely with department supervisors and library staff to ensure responsive, consistent, and effective library services.
- Assists the Library Director in budget preparation, tracking and reporting.
- Provides leadership for technical issues at the library. Researches and recommends technology enhancements and computer and telecommunication applications that improve services and reduce costs.

- Acts as the library's liaison to the Town's Information Systems Department and automation vendors. Provides support and instruction to library customers and staff on library equipment and a wide range of computer applications and online resources.
- Develops, recommends and implements programs for all ages in collaboration and in concert with the Library Director and library staff.
- Listens and responds to public comments, complaints and suggestions about library operations in a pleasant, timely, and professional manner.
- Oversees library website and development and the implementation of web-based services. Publicizes the services available at the library and encourages their use through various media channels and other appropriate avenues. Maintains a high visibility with patrons; presents to community groups and organizations to ensure effective communication and satisfaction of public needs.
- Stays informed of professional and community developments affecting the library and the field of librarianship. Participates in local, regional, state and national professional development opportunities as appropriate.
- Performs other duties as required or assigned

REQUIRED QUALIFICATIONS:

- Master of Science in Library and Information Science from an ALA accredited institution, and five (5) years' experience working in a library, three (3) in a supervisory capacity.
- Demonstrated leadership in fostering a collaborative and supportive work environment.
- Thorough knowledge of modern principles, and practices of professional library work, public library management and operations, staff supervision and exceptional financial management skills, including budget administration and grant application expertise.
- Working knowledge of library trends, computer applications, integrated library systems, online productivity tools, digital resources, and the application of innovative/emerging technologies to library operations.
- Demonstrated ability to create, plan and execute innovative and engaging programs; and to teach workshops and develop instructional materials.
- Ability to coordinate and manage library services and activities to determine their effectiveness and efficiency. Ability to lead change, adjust, prioritize and multitask. Ability to supervise, motivate, coach and train others.
- Strong community engagement abilities, with a focus on building positive partnerships, and representing the library's interests.
- Ability to resolve conflict situations in a calm and constructive manner.
- Exceptional written and verbal communication skills with the ability to adapt communication and interpersonal style to various audiences.

The selected candidate must be authorized to work in the United States and be able to pass a criminal background check and a pre-employment physical exam, including a drug test.

Interested candidates shall email a resume and cover letter in Microsoft Word or PDF format or a [Town of Franklin employment application](#) to apply@franklinma.gov. Please put "Deputy Library Director" in the subject line of the email.