GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for structuring and leading large complex analyses and effectively synthesizing the results into actionable insights to inform understanding of patron usage behaviors, community needs, and changing demographics. Serves on the department’s Executive Team. Reports to the Director of Libraries and Information Services.

ESSENTIAL JOB FUNCTIONS

Provides customer service by planning, developing, and implementing services for patrons. Ensures services and initiatives are developed with a human-centered design approach, using service design techniques to improve existing or launch new services, initiatives, and learning opportunities. Researches emerging trends and leads innovation efforts that focus on evolving needs of the community. Provides solutions to improve customer touchpoints.

Maintains a centralized database that holds all of the department’s organizational data, ensures accurate reporting to key internal and external stakeholders, and provides analysis that enables data-driven decision-making. Utilizes research, data, and analytics to respond to patron behavior, and anticipate and react to trends. Creates and analyzes key performance metrics to improve the user experience.

Fosters an environment that promotes improved user experience, strategic thinking, innovation, and knowledge transfer throughout the department. Develops and recommends policies and procedures for the effective and efficient operation of the libraries as related to the City’s priorities and the department’s strategic plan and service needs.

Participates in professional meetings, serving on department, city, and community committees. Participates in cross-departmental initiatives to establish baselines and measurement protocols, and define user experience standards. Works with patrons and non-users of the library to design services and determine library needs.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.
REQUIRED KNOWLEDGE

- **Library Administration** – Thorough knowledge of the principles, methods, and practices of library science. Knowledge of library related database systems and networks to include automated circulation systems, online bibliographic retrieval services, and cataloging services.
- **Research and Analysis** – Thorough knowledge of detailed and accurate research and analysis methods and techniques; thorough knowledge of statistical analysis and forecasting techniques.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of patron satisfaction.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer to enter and retrieve information, as well as library software to effectively complete a variety of tasks with reasonable speed and accuracy.
- **Judgement/Decision Making** – Evaluates the best method of research and then exercising appropriate judgement in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate ones.

REQUIRED ABILITIES

- **Communication** – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of reports which include numerical information and statistics. Ability to handle a variety of patron issues with tact and diplomacy. Ability to listen, understand and analyze information and ideas being presented verbally and in writing. Ability to handle a variety of personal information in a confidential manner.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with library patrons, employees, and all levels of management. Tactfully and effectively handles requests, suggestions, and complaints from patrons and other departments.
- **Coordination of Work** – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Requires a Master’s Degree in Library Science from an American Library Association accredited school and 1-2 years as a professional librarian, or a Bachelor’s in Liberal Arts, Sciences or a related field with 3-5 years of experience in a library environment, or an equivalent combination of education and experience. In addition, this position requires 1-2 years of lead worker experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
• Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
• Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.