

## Head of Community Engagement

**Position Summary:** Reporting to the Library Director, the Head of Community Engagement is responsible for management and direction of the operations and personnel of the Community Engagement Department that includes Library branches, Mobile Library, outreach, social services. The Head of Community Engagement provides agile and adaptive leadership and vision for the department, instills high service standards, and administers the department resources in alignment with the Library's vision and strategic plan.

As a member of library administration, the Head of Community Engagement is expected to develop innovative and trauma-informed solutions that eliminate inequities and increase access to library services by prioritizing the needs of patrons and our greater community.

### **Duties and Responsibilities**

1. Designs, monitors and evaluates service delivery within the department; assesses appropriate staffing levels; analyzes patron needs and service patterns; monitors customer service quality; designs, recommends and manages procedures for collection access and information delivery; develops and manages the implementation of special programs and initiatives.
2. Leads departmental planning to include development of goals and objectives in alignment with the Library's strategic plan; develops effective evaluation methods for on-going assessment and reporting.
3. Leads development of strategies for library engagement to include programming and outreach. Actively seeks ways to reach out to underserved populations within the community, ensuring that library engagements are inclusive and accessible to all.
4. Creates and supports an inclusive work environment that focuses on the personal and professional development of staff. Supervises librarians and support staff assigned to the Community Engagement department; engages in selecting, scheduling, delegating, training and coaching; maintains systems of accountability; conducts regular 1:1 meetings and performance evaluation of staff.
5. Serves as a community leader through establishment and maintenance of external affiliations and partnerships on behalf of the library and monitors those of departmental staff; supports the promotion of services and collections within the library and within the community-at-large.
6. Prepares and monitors annual department budget to include analysis of operational expenses, funding of departmental goals, and evaluation of funding sources; administers budget for adult engagement programs.
7. Manages the Library's social service programs to include peer navigator program, food and personnel hygiene product distribution, and social work support through the establishment of community partnerships and coordination of programming.
8. Performs library-wide administrative duties; participates in Library Leadership team meetings; works with other department heads and staff on library-wide matters; represents Library in external organization and activities; serves as administrator on call.
9. Provides direct service to patrons, when necessary, at public service desks and engagement events.
10. Performs other related duties and special projects as assigned.

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### Professional Competencies:

**Attendance/Punctuality:** Demonstrates reliability by consistently arriving to work, meetings and appointments on time. Adjusts schedule and remains flexible to meet changing work needs and demands.

**Organizational Support/Ethics:** Contributes to the improvement and success of the library system by aligning work priorities with library vision, goals and strategic plan.

**Customer Service:** Demonstrates strong public service orientation. Represents the library professionally when dealing with staff, managers, vendors, colleagues, and members of the public. Anticipates and meets the needs of both internal and external customers.

**Job Knowledge and skill:** Demonstrates broad, in-depth, and up-to-date knowledge of pertinent fields and awareness of current trends in area of specialty. Acts as a resource to others; freely and willingly shares new trends and technology with others.

**Quality:** Provides high quality services, processes, and programs while consistently seeking ways to improve outcomes and enhance services.

**Creativity/Innovation:** Looks for opportunities to apply new and evolving ideas, methods, design and technologies.

**Communication skills:** Conveys ideas and facts using language appropriate to the audience and situation.

**Accountability:** Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.

**Flexibility/Adaptability:** Performs a wide range of tasks, responds to change in direction and priorities and accepts new challenges, responsibilities, and assignments.

**Technology skills:** Demonstrates appropriate technological skills necessary for effective communication, completion of job duties and provision of quality customer services.

**Professional development:** Pursues professional development and continuing education opportunities throughout his/her career.

**Knowledge of Materials:** Demonstrates a knowledge and appreciation of literature, periodicals, audiovisual materials, websites and other electronic media, and other materials that contribute to a diverse, current and relevant collection.

**Knowledge of Patron Group:** Assess and responds to the diverse needs, preferences, and resources of the community on a regular and systematic basis.

**Safety:** Adheres to all workplace and trade safety laws, regulations, standards and practices.

**Project Management:** Structures and directs other's work on projects or programs. Demonstrates proficiency in project management in order to initiate, facilitate, conclude and evaluate projects with efficiency and effectiveness.

**Budgeting:** Responsibly allocates and accounts for the use of fiscal resources, weighing alternatives and their benefits. Monitors budget usage and ensures critical costs are covered. Seeks ways to reduce costs.

**Performance Management & Development:** Provides appropriate coaching, on-going feedback, support, and resources to improve performance and effectiveness of individuals and teams.

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**Leadership:** Promotes organizational mission and goals and shows the way to achieve them.

**Advocacy, Public Relations, and Networking Skills:** Collaborates with other local agencies including other libraries, schools, and other community agencies to facilitate services and programming for targeted populations.

**Strategic Business Sense:** Understands the business implications of decisions and the ability to strive to improve organizational performance. Possesses an awareness of business issues, processes, and outcomes as they influence the organization and the patron.

### **Minimum Qualifications:**

1. A Master's degree in librarianship/information science from an ALA accredited program.
2. Five years of increasingly responsible professional library experience which includes public outreach and engagement experience.
3. Three years of successful management/supervisory experience.
4. Demonstrated commitment to valuing equity and contributing to an inclusive public service and work environment.

### **Physical demands and work environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is required to travel independently within the office and patron areas of the library and in the communities served. In the work environments described below, the position requires frequent communications with others. Regular computer usage and maintenance of stationary positions for desk work.
- Work environment: Work will be performed in an office environment, library spaces, and in the communities served. While performing the duties of this job outside of the library environment, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually low to moderate.

### **Salary**

\$88,507 - \$109,880 based on experience; Benefits include medical insurance, fully paid dental, vision, LTD, life insurance and defined contribution retirement plan.

### **Schedule**

Full-time; exempt position

Evening and weekends as needed.

Application, cover letter and resume are required for consideration.

**Deadline for applications: Tuesday, February 20, 2024.**