**Position Title**: Head of Operations

**Supervisor Title**: Library Director

**FLSA Status**: Exempt

**Last Updated**: July 2015

## Minimum Qualifications

Bachelor’s Degree. Two years professional experience including information technology coordination, building & grounds management, and vendor and inventory management. Intermediate to advanced computer and information technology skills.

## Job Responsibilities

Manage the Administration Department (information technology, building & grounds, general administration), including planning, budgeting for, developing, implementing, and evaluating the department’s services, technology, and personnel. Act as special projects coordinator for the Library Director.

## Primary Duties

1. Provide friendly, efficient, and knowledgeable customer service.
2. Assume overall responsibility for the ongoing maintenance of the building and ground including, coordination of all service providers, vendors, and equipment.
3. Ordering and maintain an inventory of office, custodial, and other needed supplies and act as the primary contact for the creation and management of accounts with outside vendors.
4. Directly supervise the third party technology support provider. Coordinate all aspects of the IT network with respect to the development, enhancement, integration, and maintenance of the network and other automated systems, and hardware and software maintenance, inventory, and management.
5. Provide new hire orientation for building, safety and technology related policies and procedures.
6. Stay abreast of new technologies and library trends. Identify, assess feasibility, and implement information technology services that respond to the needs and interests of the community.
7. Assist and instruct patrons using virtual resources, downloading digital content, using publicly available technology including computers, printers, copiers, scanners, fax, etc.
8. Understand and use technology systems and equipment as outlined in the Lincolnwood Library Technology Core Competencies in the areas of hardware, operating system and file management, software applications, and internet.
9. Collect, maintain, report, and analyze accurate and up-to-date statistics about the use of library services.
10. Hire, train, schedule, supervise, and evaluate the work of department staff. Hold regular department meetings to ensure collaboration and communication among departmental staff.
11. Serve as a collaborative member of the Management Team. Act as liaison between departmental staff and the Management Team.
12. Attend board meetings as scheduled, write and present regular board reports.
13. Assist in the creation of and manage the departmental budget for resources and staff.
14. Assume full responsibility for the operation and security of the library as needed (Librarian in Charge).

## Additional Duties

* Serve on committees of library and community organizations in order to identify resources and services that respond to the needs and interests of the community.
* Support the creation and distribution of board documents, and provide board meeting support.
* Assist with other duties and projects as assigned.

## General Performance Requirements – Annual Evaluation

In order to perform these duties effectively and in a manner consistent with the library’s commitment to high quality public service, the employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities These performance categories are what the position's annual evaluation is based on.

* **Competence** relates primarily to technical aspects of the job: the ability to learn various job functions (including those that require computer competence), to perform them correctly and completely, and to understand why they are necessary and how they affect library operations and other staff members.
* **Productivity** is the ability to function efficiently and purposefully so as to produce the expected volume of useful work in a timely manner.
* **Initiative** is the capacity to view one’s duties broadly rather than narrowly, to be a “self-starter”, to anticipate problems or needs and be resourceful in handling them, to step forward to address issues without being specifically directed to do so, and to take responsibility for thorough and effective follow-through.
* **Commitment** is characterized by dedication and a sense of responsibility to co-workers and the library as well as to the job. Committed employees can be relied on to set a good example for co-workers. They consistently fulfill their work schedules, exhibit good work habits, meet deadlines, and give extra of themselves when necessary.
* **Judgment** is the ability to make appropriate decisions given both the situation at hand and the employee’s position at the library, to exercise discretion where needed, and to establish priorities correctly when performing their duties.
* **Teamwork** is the capacity to interact effectively with co-workers for the common good of the staff and the library. A cooperative, non-competitive spirit, supportiveness, courtesy, and respect for the feelings, circumstances, and perspectives of others all contribute to teamwork and staff cohesiveness. An ability to adapt to change and a willingness to accept direction and constructive criticism from a supervisor are also needed.
* **Effective Public Service and Interpersonal Contact** depends on attitude, demeanor, and appearance as well as on specific skills. Responsiveness, courtesy, helpfulness, the ability to speak and write clearly and grammatically, a neat personal appearance, and an orderly work space enhance customer satisfaction and project a positive image of the library with the public and others.
* **Professionalism** includes bringing to the job a body of knowledge and expertise in the field of library and information science that is characterized by a proficient implementation of library procedures, operations and services. It is also characterized by maintaining awareness of library trends, philosophies of service and technology as part of one’s own professional development. This entails attending workshops and conferences, reading professional literature and pursuing other methods of continuing education.
* **Leadership** is characterized by the willingness and the ability to assume responsibility. Employees who are leaders model the work habits, behaviors and attitudes expected of all library staff. Effective leaders exhibit creative problem solving skills and the ability to grow and develop in times of change.
* **Technology Proficiency** is characterized by the ability to adapt to new technologies regarding computers, audiovisual equipment, information management systems and other library systems. Employees are proficient in using library technologies; understand the critical and evolving role of technology in libraries; resolve routine problems without assistance; facilitate information access for patrons; demonstrate level of technical expertise appropriate to job function and a wiliness and ability to learn and apply new and emerging technologies. See Lincolnwood Library core Technology Competencies for details.