



Illinois Heartland Library System

Position Description

Position Title: Associate Director

Supervised By: Executive Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 16

Summary:

The Associate Director is responsible for managing all departments and functions that directly affect resource sharing and delivery operations, including the administration of the SHARE automation consortium. This position oversees system work as it pertains to automation, shared resources, and other member-focused initiatives, coordinating projects, operational plans, and reporting. The Associate Director is also available to board committees or the board of directors to present and discuss member issues, policy issues, or project updates.

The Associate Director is part of the Leadership Team which participates in establishing strategic directions as well as goals and objectives for IHLS, in alignment with the established vision, mission, and goals of the organization, while also encouraging innovation and flexibility to meet member needs

Essential Duties & Responsibilities:

- Provide support to the Executive Director and the Leadership Team in the management of library system issues.
- Establish and implement departmental goals, objectives, and procedures, analyzing overall resources and eventual outcomes, while encouraging collaboration and a member-focused culture.
- Monitor processes to ensure accurate statistical and empirical data, in order to communicate relevant information to all necessary stakeholders, supporting IHLS advocacy efforts.
- Oversee the development and monitoring of budgets for resource sharing and delivery programs and projects, including system travel.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement for resource sharing and delivery.
- Ensure that timely and accurate information is disseminated for the benefit of Member Libraries.
- Act as a liaison between SHARE membership and IHLS, to ensure a high level of service and support for the SHARE program.

- Interpret SHARE membership needs and recommend policy or procedural changes to maintain the highest standard of operational functionality of SHARE
- Coordinate with the Advocacy and Communications Administrator to provide advocacy tools for libraries.
- Promote system membership for IHLS and SHARE to potential members.
- Participate in regional and statewide organizations that support library development and resource sharing.

Supervises: Delivery and Facilities Director, SHARE Assistant Director, SHARE Administrative Services Manager

Minimum Education and Experience:

- Master's Degree in Library Science.
- Three (3) years experience working in libraries in an administrative capacity.
- Experience working in or with different types of libraries is required.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Knowledge of the principles and procedures of professional library work including methods and practices.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computer and software such as Word, Excel, and PowerPoint.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.

Remote Work: Remote work within Illinois is available, contingent on an approved remote work agreement and adherence to company policy.

Working Conditions & Physical Requirements:

- Work takes place in a typical office environment and/or remote work setting. Some evening and weekend work will be required with overnight travel.
- Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- The employee is required to have visual acuity to determine accuracy and perform activities such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, extensive reading, and thoroughness of the work assigned.

The duties listed above are not all-inclusive. Employees may be required to perform other job-related duties as requested, in accordance with state and federal law.

If you require assistance or accommodation to apply for this position, please contact the Human Resources Director at hr@illinoisheartland.org or 217.689.0999. IHLS is an Equal Opportunity Employer and is committed to providing reasonable accommodation to qualified individuals with disabilities.

Employee Signature

Date

Supervisor Signature

Date