

<b>Job Title:</b>	Director, Library Services
<b>Department:</b>	Knowledge, Leadership & Innovation
<b>Reports To:</b>	SVP, Knowledge, Leadership and Innovation
<b>Direct Reports:</b>	Librarians
<b>FLSA Status:</b>	Exempt
<b>Grade:</b>	7
<b>Cellphone Eligible:</b>	Yes

The Alliance for Strong Families and Communities is a strategic action network of thousands of committed social sector leaders driving to achieve a healthy and equitable society. We aggregate the very best sector knowledge and serve as an incubator for learning and innovation to generate new solutions to the toughest problems. We accelerate change through dynamic leadership development and collective actions to ensure policies and systems provide equal access and opportunity for health and well-being, educational success, economic opportunity, and safety and security. The Alliance includes its social enterprise FEI Behavioral Health.

### Summary

Support the mission and goals of the Alliance through leadership, vision and management of the library, with an emphasis on gathering, curating, creating and sharing new knowledge and translating the most current ideas, information and evidence relevant to our sector into strategies and solutions that support the mission and goals of the Alliance. Plans, organizes, staffs, and directs day to day operations; supervises library staff; oversees the collection, curation, production, and delivery of knowledge and information products and services that effectively meet the needs of members, staff, and partners of the Alliance. The position will be equal parts managerial and librarian roles.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- **Leadership and Vision:** Leads planning processes for the library and creates a vision for the library considering the goals of the organization and based on trends in library and information science. Proposes, leads, or champions process or technology changes based on systems level thinking and the emerging information technology. Serves as the library decision maker.
- **Staffing:** Assures library staff has the skills necessary to meet the needs of the organization; manages the employee lifecycle from recruitment to offboarding. Evaluates performance and assures staff development; creates and sustains a high performing engaged team.
- **Organizing:** Structures work and processes to achieve efficiency and effectiveness.



- Directing: Supervises library staff including day to day operations. Mentors staff in areas of expertise that contribute to the professional development of the staff member.
- Controlling: Manages budget; measures return on investment and accountability.
- Expertise: Provides a depth of expertise in an area of information science and/or content applicable to the organization.
- Projects: Helps plan, lead and implement project; participates in a variety of special projects that require working knowledge of library systems technology, library and information science best practices.
- Collaborate: Work with other departments and members to ensure a systematic approach to the discovery, creation and delivery of knowledge-based services and content.
- Member Engagement: Drives the engagement of members to understand their evolving needs, to leverage their subject matter expertise, and to keep abreast of the trends and challenges affecting members.
- Provides library services to individual members, staff, APEX groups, and project teams including:
  - Information and Knowledge Services: Provides information needs assessments and accurate and relevant reference, research and instructional services.
  - to individual members, staff or partners, as well as through an embedded librarian role within communities of practice and project teams.
  - Information and Knowledge Systems and Technology: Uses information and communications technologies, including designing, developing implementing or operating information systems that are cost-effective and employ state-of-the-art technologies.
  - Information and Knowledge Resources: Develops, curates and grows a deep knowledge of the content resources and media
  - Information and Data Retrieval and Analysis: Discovers and obtains information effectively. Utilizes in-depth knowledge of search and retrieval engine functions that enables complex and difficult information retrieval tasks. Applies information analysis tools and methods to extract meaning and actionable insights from the information retrieved.
  - Organization of Data, Information, and Knowledge Assets: Organizes and manages data, information, and knowledge assets so they are findable, usable, and accessible over their defined life span.
- Information Ethics: Practices strong moral and ethical standards including recognizing ethical issues relative to information handling, including but not



limited to privacy and confidentiality, information security, intellectual property and copyright, and intellectual freedom.

### Desired Education and Experience

**Education:** Master's Degree in Library Science from an accredited college or university. Undergraduate degree in social/human services, non-profit management or related field preferred.

**Job-related Experience:** Five or more years of professional work experience in a library setting (special library preferred) or knowledge management setting

### Supervisory Responsibilities

Provide direct supervision to library staff, which includes establishing performance goals, providing regular supervision and coaching, establishing and supporting professional development plans, and providing regular performance feedback and our annual performance review process.

### Qualifications

- Experience with strategic management
- Ability to execute day-to-day library operations
- Skilled at managing both direct reports and cross-functional teams
- Experience with innovation, new product development, business process improvement and project management
- Previous experience with non-profit member associations strongly desired
- Experiences with library software, collaboration platforms, social media, content management, taxonomy management, website development, and database management software desired
- Successful candidate will have knowledge of library operations and more in-depth knowledge or interest in one or more elements of the [Special Librarian Competencies](https://www.sla.org/about-sla/competencies/).(  
<https://www.sla.org/about-sla/competencies/>)

### Competencies

- **Team Management:** Able to build strong relationships between team members; models being a team player and expects team members to support each other and other departments in accomplishing goals; utilizes the talents of all team members; addresses conflict immediately in open, transparent manner; celebrates and shares team successes; provides ongoing flow of information to team members on business operations; promotes team cooperation and support with other departments; develops team mission, values, and vision that is connected to the organization's business plan;



- defines clear team member roles and sets clear priorities for the team and individual team members; advocates for team member development and growth.
- **Strategic Management**: Develops and shapes a clear business strategy and goals that creates value-add and influences organizational goals; thinking in a non-linear manner; anticipating future business needs; thinking creatively; integrating information from all parts of the organization; understanding revenue and resource development; monitoring sector and industry trends and extracting relevant information.
  - **Process Improvement**: Drives all work activities toward making tasks simplified, organized, and efficient (efficient use of resources); works to continually improve operations and processes; champions improvement opportunities with network partners; offers and encourages innovative thinking; holds employees accountable for improvements and recognizes both effort and results; builds improvement projects into performance goals; provides clear direction on determining the highest quality; ensures all improvements are aligned with the business plan.
  - **Talent Development**: Provides ongoing coaching to assist employees in accomplishing their work and professional goals; partners with employees to prepare their unique development plan; discusses short term performance improvement opportunities and career interests; provides challenging assignments that help employees to reach their performance and career goals; advocates for employee growth within the organization; conducts periodic development/career progress discussions; provides guidance to network partners in developing talent; sources and hires high potential talent that fits culture and the current and future position requirements.
  - **Critical Thinking**: Able to think outside the box and generate creative ideas quickly; bases judgments on evidence rather than personal preferences, stereotypes, or preconceived positions; seeks balanced views; thinks before acting; revises judgments when new evidence appears.
  - **Subject matter expertise** on a range of issues related to nonprofit management, policy, social issues, organizational development and human services models, programs and policies.
  - **Resilience**: Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.



### Physical Demands

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.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### Travel Expectations

Travel is expected; approximately 10 days a year.

Approved By: Human Resources Specialist      Approved Date: March 27, 2018

