

BALTIMORE COUNTY PUBLIC LIBRARY

The Mission of Baltimore County Public Library is to provide opportunities to explore, learn, create and connect. Our vision is to empower and engage individuals for a more inclusive and connected Baltimore County community.

Title: Library Director
Grade: Not on Scale
FLSA Status: Exempt

General Summary:

Reporting to the Board of Trustees and working closely with County Administration, the Library Director has administrative responsibility for Baltimore County Public Library. The Director is responsible for managing library services and programs that respond to community needs; communicating a vision of public library service to the public, staff, Library Board of Trustees, and public officials; submitting an annual budget to Baltimore County government and overseeing all areas of the Library's operations. This includes developing and establishing partnerships throughout the County working collaboratively with local, state, and federal government, including elected officials, as well as agencies, community groups, and businesses. BCPL has a growing service area population of 830,000+ and approximately 600 staff.

Essential Job Functions:

Fosters and maintains effective communication with staff, customers, stakeholders and administration. Has overall administrative responsibility for library system operations. Actively participates in formulating system policies/procedures for approval by the Board of Trustees. In consultation with the Board of Trustees and staff, sets goals and develops strategies for customer services on an annual basis. Is responsible for overseeing the outcomes of the following work areas:

Public Services – Oversees two Assistant Directors who meet with branch managers to determine goals, strategies and workplans for the branches. Advises branch managers on policy, procedures, personnel action and other activities. Works with branch managers in developing and refining services. Represents branch concerns to support and administrative departments and tries to balance the needs of branches with the plans and activities of centralized departments. Attends branch activities, meetings of supporters groups and facilitates monthly Administrative Council meetings. Handles complaints from the public. Interprets policy and procedure. Stays abreast of trends and new developments in public library management.

Support Services – With the two Assistant Directors coordinates the activities of facilities and delivery services; security; collection development; technical services; customer service and ILL; Adult and Community Engagement; and Youth and Family Engagement. Meets and consults with department heads regarding policy. Stays abreast of government, technology and demographic trends that may impact workplace operations. Works collaboratively with Baltimore County administration and department directors to meet community needs. Continuously looks for ways to improve effectiveness and efficiency.

Administrative Services – Directly supervises, evaluates and monitors the performance of the following administrative functions:

- Fiscal Services
- Virtual and Media Creation Services
- Marketing and Development
- Planning and Projects
- Human Resources

Meets with these department heads regularly to determine goals, strategies and workplans. Consults and advises regarding policy, procedures and other activities. Continuously looks for ways to improve the effectiveness and efficiency within each department and in relation to other operations within the system. Completes performance reviews of managers listed above and reviews those of all department and branch managers. Works closely with the Fiscal Services Manager and Baltimore County's Office of Budget and Finance to prepare the annual budget and align it with the evolving needs of the library and the County. Works closely with the Human Resources Manager to allocate staffing resources and establish effective staffing practices and personnel policies. Oversees job classification and salary schedule adjustments. Works closely with the Planning and Projects Coordinator to develop the Strategic Plan, set annual service plans, and monitor progress through the analysis of data and metrics. Examines cross-functional team and advisory group structure annually with PP Coordinator. Works closely with the Marketing and Development Manager to enhance relations with the BCPL Foundation and Friends groups and effectively market library services to the public. Works closely with the Virtual Services Manager to provide current and emerging technologies that can improve and evolve library services and programs and to enhance and sustain an award-winning video and digital production studio.

Board of Library Trustees, County Government, Stakeholders, Baltimore County Community and Maryland Library Relations – Works diligently to enhance and strengthen relationships with groups directly tied to the financial stability of the library and its ability to be responsive to Baltimore County community needs. Advocates for the library by making presentations, attending community/business meetings, building partnerships, serving on Boards and committees, and staying aware of legislative and public policy issues that may impact the library. Consults with the Board President to set agendas for monthly Board of Library Trustees meetings. Works with the Board of Trustees Finance/Executive Committee on operating and capital budget and strategic library issues. Attends monthly County Executive Senior Leadership Team meetings, keeps the County Administrative Officer apprised of new/large library initiatives, meets or provides information to County Council members annually and as needed when issues arise.

Required Knowledge, Skills, and Abilities:

Essential skills include: excellent internal and external communication skills that inspire and motivate; the ability to develop and implement a shared vision of innovative library service; skill in building and maintaining effective relationships with the Library Board, staff, Friends and Foundation, local officials, and community leaders; experience in strategic visioning and planning; sound fiscal management; and successful experience implementing services and programs. Proven experience reporting to a policy-making board, and success in collaborating with county or municipal officials are highly desirable.

Demonstrated leadership and management achievements, in previous library settings, in the community, and in professional organizations and activities. Ability to establish and maintain effective working relationships with government officials, Board of Trustees, community stakeholders, customers and staff. Ability to plan and coordinate the work of others. Excellent

communication skills. Ability to write and speak clearly, concisely and effectively. Ability to understand and analyze financial and budget reports and prepare and maintain budgets. Ability to effectively solve problems by using systems and strategic thinking. Sets standards for effective work behaviors and demonstrates them consistently. These standards include flexibility, initiative, professionalism, trustworthiness, good judgment, a good sense of humor, a commitment to teamwork, and dedication to public service.

Other Requirements:

Must have a valid driver's license in good standing and independent transportation. Schedule includes evenings and weekends as workload demands. Must be able to travel throughout the system, within Maryland and out of state to attend meetings and conferences.

Ability to use MS Office Suite products such as Microsoft Office Suite as well as collaborative products such as Sharepoint, MS Teams, WebX, and Zoom. Flexibility in using new tools and technology to improve internal operations and enhance public service.

Education and Experience:

Master's Degree in Library/Information Science from an ALA-accredited program and a comprehensive knowledge of public library operations normally acquired through a minimum of five to seven years of management experience in a complex library or nonprofit organization, including a minimum of three years supervisory experience. Must have or the ability to acquire and maintain librarian certification from the State of Maryland.

Reports to:

Board of Library Trustees of Baltimore County

Direct Reports:

Assistant Directors (2), Fiscal Services Manager, Human Resources Manager, Virtual and Media Creation Services Manager, Marketing and Development Manager, Planning and Projects Coordinator, and Executive Assistant

This job description is intended to provide a representative summary of essential functions and responsibilities of this job. The library administration reserves the right to change, modify, delete, and supplement job duties based on the organization's needs.