

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
DEPUTY DIRECTOR OF PUBLIC SERVICE	EXEMPT
<b>Division</b>	<b>Pay Grade</b>
ADMINISTRATION	42

**JOB SUMMARY**

As a member of Laramie County Library System (LCLS) Administration, the primary responsibility of the Deputy Director of Public Service is to work with the Executive Director (County Librarian) and Deputy Director of Operations to ensure successful, responsible, and efficient administration of LCLS and achievement of the LCLS vision and mission. In all endeavors, the Deputy Director of Public Service must strive to provide the citizens of Laramie County with the best library and information service possible. This includes setting high standards and being a role model of exceptional public service for all employees, as well as representing the library in a professional and appropriate manner, both at work and in the community. Organizes, supervises, and ensures the effectiveness of the following public service divisions: Adult Services, Circulation & Branch Services, Computer Center & Cataloging Services, and Youth & Outreach Services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs exceptional customer service. As the first, and sometimes only, person that a patron may be in contact with, customer service is a very important aspect of all library positions.
3. Spends appropriate amount of time away from public service points roving, using established procedures. Meets patrons at their point of need.
4. Works directly with patrons of the library to listen to concerns, ideas, resolve problems, and give assistance.
5. Using insight and creativity, develops a dynamic vision and plan for the public service divisions within the context of the LCLS Vision, Mission, and Strategic Plan.
6. Promotes quality librarianship, application of Library Bill of Rights, and concepts of intellectual freedom in all divisions for all positions.
7. Maintains knowledge of policies and procedures. Interprets and applies policy in order to make decisions regarding patrons, employees, and procedures.
8. In collaboration with Administration and Division Managers, creates, plans, implements, evaluates, and revises the employee training and orientation program. Conducts initial training for all new employees.
9. Collaborates with appropriate Division Managers in the hiring and evaluation process for all employees in the public service divisions.
10. Trains and develops Division Managers for public service divisions. This includes ensuring that they know necessary laws and proper techniques of interviewing; how to orient, train, coach, develop, and provide regular feedback to employees; implement disciplinary action when appropriate; and evaluate the performance of employees they directly supervise.

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11. Trains appropriate individuals on procedures and expectations for being Manager-on-Duty (MOD).
12. Promotes an environment that encourages input from all employees, sets high standards, challenges employees to achieve their personal best, values employees as individuals, and empowers employees to provide exceptional service to the public.
13. Exemplifies teamwork on a regular basis, and promotes teamwork within LCLS.
14. Oversees, coordinates, and facilitates development of all children, teen, and adult programs and events in all facilities and the bookmobile. This includes early literacy, crafts, summer reading, Library 2 Business (L2B), genealogy, adult education, technology and making, speakers, outreach events, and special events. Works closely with Division Managers and key employees to ensure that materials, equipment, and other resources are available and utilized wisely. Ensures that all employees involved in events and programs have adequate training, planning time, and support for implementation. Works with the Executive Director (County Librarian) and the Deputy Director of Operations to collaborate on adult events. Leads the events committee.
15. In conjunction with the Information Technology Services Manager and other key positions that provide technology programs, moves the library toward the creation of a makerspace for teens and adults when funding allows. In relationship to technology programs, ensures all Division Managers stay within budget.
16. Collaborates with the Information Technology Services Manager to ensure all LCLS service, program, and event technology needs are met.
17. Works with Public Service Division Managers and the Information Technology Services Manager to determine training needs for patrons. Ensures smooth delivery of training services to the public.
18. Collaborates and creates partnerships in the community, as appropriate. Ensures Division Managers are collaborating and creating partnerships related to their areas of responsibility.
19. Utilizes best practices for public libraries in terms of outcome and output measurements and statistical analysis to recommend changes in services and programming.
20. Maintains LCLS statistical databases and statistical reporting, which includes reporting to the LCLS Board of Directors and Wyoming State Library.
21. Develops allocation of collection budget annually. Ensures all Division Managers stay within the allocated budgets.
22. Oversees, coordinates, and facilitates development of all collections at LCLS. Works closely with Division Managers to ensure that the collections are weeded and maintained. Ensures that all employees involved in collection development use patron and employee input, knowledge gained through personal public service, appropriate selection tools, and other sources to provide vibrant collections that meet the needs of the public.

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23. Coordinates expenditure of money donated to the Laramie County Library Foundation for purchase of library materials.
24. In consultation with the Executive Director (County Librarian) and the Deputy Director of Operations, ensures ease of use for library patrons in LCLS facilities regarding signage, arrangement of materials, building or system-wide projects, and advertising concepts. Reviews and revises plans as needed.
25. In conjunction with the Executive Director (County Librarian), revises job descriptions, job postings, job announcements, and similar documents for areas supervised.
26. Maintains a thorough understanding and knowledge of all positions within the public service divisions, which includes effectively and appropriately communicating with employees and coordinating activities. Fills in and works in the areas of responsibility as necessary to maintain the expected high level of customer service.
27. Oversees preparation of schedules that ensure adequate staffing at public service points as well as adequate staffing for the critical behind-the-scenes tasks that directly affect public service. Works at public service points as needed to ensure adequate staffing.
28. Acts as Executive Director (County Librarian) at the request of the Executive Director (County Librarian) or LCLS Board of Directors, when needed.
29. Utilizes effective problem-solving skills to further the LCLS Mission.
30. Takes minutes at meetings of the LCLS Board of Directors in rotation with the Deputy Director of Operations. Prepares and submits monthly reports to the LCLS Board regarding relevant activities in areas supervised. Creates and reviews relevant documents prior to delivery to the LCLS Board. Attends other meetings that are pertinent to LCLS Board activities.
31. In conjunction with Administration and appropriate Division Managers, creates, revises, and evaluates policies for recommendation to the LCLS Board of Directors. Serves as advisor to the LCLS Board Ad Hoc Policy Committee.
32. Serves as a member of the Leadership Team.
33. Participates at the state, regional, and/or national level in professional library activities in order to represent LCLS, and to keep abreast of library trends and new knowledge in the field.
34. Ensures smooth collaboration with consultants, Wyoming State Library, vendors, professional library organizations, and other libraries.
35. Stays abreast of trends in technology, popular culture, and innovative initiatives that may affect libraries.
36. Represents the library in, and networks with, community groups. Serves in a leadership role in these organizations when appropriate. Presents at community groups when requested.
37. When needed, serves as advisor or counsel for the Executive Director (County Librarian) in order to assist in decision-making process.

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- 38. Supervises Greeter Desk operations.
- 39. Works Greeter Desk as assigned.
- 40. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- Master’s degree in Library Science or Library Information Science from an ALA-accredited institution; and
- 3 to 5 years of experience working in a public library; and
- 5 to 7 years of related supervisory/management experience; or
- The equivalent combination of education and experience.

**REQUIRED CERTIFICATIONS, SKILLS, AND ABILITIES**

- Must have a current driver’s license valid in the State of Wyoming, or the ability to obtain one within six months of hire date. Reasonable accommodation upon request.
- Proficiency with a variety of software programs and systems related to the operations of the library, including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
- Working knowledge of public library operations.
- Ability to supervise, coach, train, and lead others.
- Proficiency in applying superb customer service skills.
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to work flexible work schedules, including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.
- Exhibit effective oral and written communication skills.

**REPORTING RELATIONSHIPS**

Reports to: Executive Director (County Librarian)

Supervises: Division Managers, employees, and volunteers of the public service divisions of LCLS, either directly or indirectly.

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**

The essential duties and responsibilities of this job require the employee to function in a normal work environment with occasional stooping, bending, or lifting.

**LATEST REVISED DATE 3/16/2022**