Position Summary

The Associate Director of Programs & Resources is an energetic, inspiring, and skilled leader focused on building the NCW Libraries' capacity to respond to complex and emerging community needs.

Using a strategic mindset, this position leads a group of 7 managers in developing engaging and enriching programs, services, and resources, prioritizing opportunities with the potential for high impact and those that meet critical needs among our diverse populations. The position partners closely with the Associate Director of Community Libraries to collaboratively facilitate and oversee the implementation of these system-wide initiatives at the regional and local levels.

The Associate Director of Programs & Resources plays a key role in furthering the library system's commitment to diversity, equity, and inclusion by prioritizing diverse perspectives, modeling inclusivity, and regularly auditing the department's activities, service initiatives, and resources. This position is also poised to positively influence the culture and operational success of the library system by approaching their leadership with empathy, practicing humility, creatively solving problems, actively seeking feedback, and cultivating positive workplace relationships.

Position Details

This position reports to the Deputy Director, serves on the executive team, and works in close partnership with the Associate Director of Community Libraries and the Communications & Marketing team.

This position directly supervises 7 staff and indirectly supports the work of 13 staff. Direct reports include the Children's Services Manager, Teen Services Manager, Adult Services Manager, Latinx Services Manager, STEM Services Manager, Collection Development Manager, and Mail Order Manager.

**Essential Duties & Responsibilities:**

- Works collaboratively with other executive team members to determine the library's strategic objectives, prioritize and sponsor projects, and lead or participate in cross-departmental teams to research and recommend solutions for specific needs.
- At the direction of the Deputy Director, partners with the Associate Director of Community Libraries and the Communications & Marketing team to support strategic objectives and ensure inclusive and robust library access to all community members.
- Follows NCW Libraries' leadership philosophy, practices adopted management skills, and seeks opportunities to continually strengthen professional adaptive skills.
- Establishes clear expectations, develops supportive systems, and collaboratively solves problems to ensure that all employees feel valued, cared for, and connected to the purpose and joy of public library service.
- Directly supervises the work of their team. Mentors, coaches, and collaborates with team members and cross-departmental workgroups to set and achieve goals in support of the library's mission, vision, and strategic objectives.
- Evaluates data to assess programs, services, and resources; anticipates and responds to service opportunities; identifies and removes service barriers that exist system-wide.
- Works with the Collection Development Manager to ensure that acquisition goals are met and that materials are aligned with the library's Collection Development Policy and an assessment of local community needs.
- Works with the Service and Mail Order Managers to ensure the successful development of appropriate programs, services, and initiatives, including planning, coordinating, supporting, and evaluating their system-wide implementation.
- Collaboratively plans and arranges professional development opportunities for staff, focusing on enhancing individuals' capabilities, meeting personal professional goals and growth.
opportunities, and improving the quality of service provided.

- Participates in the recruitment, hiring, onboarding, and transitions of staff throughout the Programs & Resources department.
- Participates in the development of the annual operating budget. Forecasts needs, approves, and monitors expenditures, and ensures efficient and economical utilization of resources.
- Coordinates the development and implementation of policies, procedures, guidelines, and standards that ensure a consistent, mission-driven approach to the work of the department.
- Ensures compliance with all applicable Federal, State, and local laws, regulations, and ordinances as well as all NCW Libraries' policies, procedures, and collective bargaining agreements.
- Uses principles of equity, consistency, and fairness when making decisions and when developing or enforcing policies, procedures, and guidelines.

Required Qualifications

**Education & Experience**

- Bachelor's degree from a four-year college or university and a Master's degree in Library and Information Science.
- Minimum of five years progressively responsible supervisory experience, including at least two years of experience in a public library setting.
- Must provide a Washington Librarian certificate within 60 days of hire.
- Valid and clean Washington State Driver's License by date of hire.
- Experience managing within a complex multi-branch library system is highly desirable.
- Bilingual in English and Spanish preferred.

**Ability to**

- Cultivate a respectful, inclusive, and purpose-driven work environment that values input from all employees, enhances employee performance, and ensures quality public service.
- Use data and information in a clear and rational process to assess and understand issues, evaluate opinions, form conclusions, and make sound decisions.
- Develop and successfully implement goals, objectives, plans, and programs.
- Manage and prioritize multiple ongoing projects and ensure both long-term and short-term responsibilities are on track for timely completion.

**Knowledge of**

- Current and developing trends in public library programs, services, and service models.
- Effective leadership models and best practices for increasing employee engagement and addressing performance and disciplinary issues.
- Best practices for successful change management.
- ILS software, Microsoft Suite, Google Suite, computer scheduling software, and emerging technologies.

- Establishes and maintains effective lines of two-way communication, including one-on-one and group meetings.
- Represents NCW Libraries through excellent written and oral communications, reports, and presentations to the NCW Libraries Board, staff, city and county stakeholders, Friends groups, partners, news outlets, patrons, and the general public as needed.
- Develops and maintains positive and professional relationships with a variety of stakeholders, proactively seeking opportunities for partnership and collaboration.
- Keeps abreast of current developments in librarianship by attending workshops, conferences, and professional meetings, and by reading current literature.
Work Environment & Physical Demands

- Work is performed primarily in an office environment while sitting or standing for extended periods of time. Multiple interruptions, troubleshooting, and problem-solving are illustrative of the environmental requirements of the position.
- Occasionally requires lifting or moving items of up to 50 pounds.
- Travel within the service area is expected.
- Some early morning, evening, and weekend work may be required.

Wages & Benefits

**FLSA Status:** Exempt  
**Hours:** Full-Time  
**Wage:** Grade T, $88,606.77 - $119,080.90  
**Bargaining Unit:** Not represented  
**Apply by:** To be included in the first review, application materials must be received by Monday, March 14, 2022, 8:00 am

We are proud to offer all full-time employees a comprehensive benefits package. Benefits include medical, dental, and vision coverage, an employee assistance program (EAP), and life insurance. We offer sick leave, vacation leave, eleven holidays, and two floating holidays. As a public employer, we participate as a member of the Washington State Public Employees’ Retirement Plan (PERS) and provide access to optional deferred compensation plans. Our employees may be eligible for Federal Student Loan forgiveness, and we offer a tuition assistance program for those who wish to pursue their Master of Library and Information Science degree.
NCW Libraries Core Competencies

- **Ethical Practice**: Consistently demonstrates integrity through behavior, character, and action.
- **Professionalism**: Completes work to a set standard, both as an individual and part of a team. Exhibits competence, proficiency, and accountability.
- **Building Respectful Relationships**: Promotes confidentiality and trust, fosters a positive culture, and exhibits respect with all verbal and nonverbal communication.
- **Valuing Diversity & Promoting Inclusiveness**: Respects, values, and encourages the unique dimension each person adds to the organization and that each member of the community brings to the whole. Values diverse perspectives, displays inclusive behavior, and cultivates respect for all individuals, groups, and cultures.
- **Library Advocacy & Intellectual Freedom**: Promotes and supports the fundamental purpose of the public library which includes understanding the library’s role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
- **User Focus**: Understands and effectively meets individual and community needs. Promotes a welcoming environment, fosters equality and meaningful connections, and strives to increase user satisfaction.
- **Effective Communication & Collaboration**: Provides concise, timely, and accurate information through appropriate channels, internally and externally. Listens actively and welcomes constructive feedback. Works effectively with others to achieve organizational goals and objectives.
- **Foundational Knowledge**: Cultivates proficiency in position-related areas. Knows and supports the library’s mission, vision, and structure along with the library’s collection, services, and resources.
- **Adaptability**: Responds positively to organizational change and shows a willingness and flexibility to learn and develop. Assesses situations, adapts, and identifies effective solutions.
- **Continuous Learning**: Commits to an environment of excellence and continuous learning. Takes initiative to develop as an individual and to improve the library system.

About NCW Libraries

NCW Libraries is a public library system serving five counties in Washington State (Chelan, Douglas, Ferry, Grant, and Okanogan). Geographically, we are the largest and one of the most rural of Washington's library system, covering nearly 15,000 square miles and serving a population of just over 270,000.

The library’s mission is: **Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.**

We operate 30 public library branches and have administrative offices in Wenatchee. Among other things, branch libraries provide access to diverse physical and non-traditional collections, community meeting spaces, public access computers, free Wi-Fi, and a wide range of library programming for all ages. Our website provides library card holders with free access to eBooks and digital audiobooks as well as a large number of online resources, including Kanopy, the New York Times, Consumer Reports, Rosetta Stone, and more. In addition, our outreach services include: enhancing library access to the most rural patrons through a unique mail order library and two bookmobiles; fostering creative thinking and STEM literacy through a STEM outreach program; and providing bilingual outreach service to the Latinx community.

More information about our library system and the services we provide can be found at [www.ncwlibraries.org](http://www.ncwlibraries.org).
Supplemental Questions: Please respond to each of the following questions. Limit your answers to one page total for all three questions.

1. This position requires a certain level of education and experience. Do you hold a bachelor’s degree from a four-year college or university and a master’s degree in Library and Information Science?

2. Do you possess a minimum of five years progressively responsible supervisory experience, including at least two years of experience in a public library setting? If yes, describe the experience in a public library setting.

3. Describe a major threat and a major opportunity that you see impacting public libraries in the next 2 years. How would you approach handling/considering those?