JOB SUMMARY:
Under general direction, manages complex strategic and organizational performance improvement and innovation projects and initiatives consisting of research and feasibility studies; plans, measures, and evaluates organizational performance; facilitates and coordinates organizational strategic planning processes; conducts staffing, financial and other impact analyses; oversees and conducts quality control on data collection and data collection methods used to improve system efficiency, effectiveness and aid in decision making processes; acts as an internal consultant to other departments and collaborates in developing, designing and improving their key management processes, projects and tools; delivers presentations and trainings contributing to thought leadership and development in area of expertise.

ESSENTIAL JOB FUNCTIONS:

- Acts as a strategic planning partner to library leadership and department staff by providing studies and analyses including but not limited to feasibility and research studies, program and service planning and evaluation, and budget and staffing analysis.
- Facilitates and coordinates organizational strategic planning processes.
- Develops and recommends effective strategies to successfully support the library’s strategic plan and operations. Advocates for the adoption and integration of such strategies into service planning and operations. Conducts ongoing evaluation of the impacts/results of such strategies and recommends new approaches, as needed.
- Plans and coordinates the implementation of policy and planning that supports the organization’s strategic priorities.
- Manages the recording, analysis and reporting of organization-wide, system-level statistical data to ensure consistency, accuracy, completeness and relevance to library goals and objectives. Tracks, analyzes, and provides feedback on trends.
- Implements and manages complex projects and innovative initiatives including leading and coordinating multidisciplinary, cross-departmental project teams.
- Develops, manages, and facilitates complex projects, services, and communications. Identifies problems, determines methodologies, sets project goals and objectives, creates and coordinates project communication, and develops work plans and budgets within the framework of policies, procedures, and directives.
- Proactively identifies and assesses potential obstacles to the achievement of strategic initiatives, policy and or funding issues.
- Serves, liaises, and/or represents the library with members of the public within areas of assigned responsibility.
- Facilitates outcome-based evaluation by leading conversations to determine whether library efforts and resources are achieving the intended results. Identifies the data needed to evaluate results of programs/services/projects, gathers, and interprets data accurately, and communicates objective results.
- Gathers, prepares, interprets, and presents quantitative and qualitative analytics, reports, and correspondence for use in strategic decision-making, identifying and presenting alternatives and recommendations based on findings.
- Keeps informed of changing trends or emerging initiatives within area of assigned responsibility.
- Participates in departmental and organizational budget development, as needed; prepares reports and analyses related to impact of budgetary decisions and/or prepares financial forecasts.
- Coordinates the development of system-wide research reports and analysis as directed to track, analyze, and provide feedback on trends.
- Uses broad and comprehensive knowledge of current library theories and practices to locate materials, obtain information, and make effective use of library resources and services.
- Uses effective techniques and good judgment to resolve difficult situations with internal and external customers.
- Regularly participates in community relations meetings and strategic planning efforts with cross-functional staff groups, members of the Library Commission, and external partners.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and participating in professional associations and continuing education.
- Provides excellent customer service.
- Champions the library’s strategic goals and initiatives with the system’s mission and core values in mind.
• Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
• Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers’ records and the code of professional ethics.
• Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:
• Occasional travel to other library locations
• Occasional travel nationally for appropriate professional development and networking.

INTERACTION:
• Interaction with all levels of staff, Commission members, and community stakeholders.

MATERIAL AND EQUIPMENT USED:
• Computer(s)/Printer(s)
• General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:
• Master's degree from an ALA-accredited college or university in Library and Information Science; and
• Two or more years of experience in project and/or program management in a library environment; and
• Three or more years of experience working in a library setting.

Licenses and Certifications:
• None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:
• Experience in organizational performance or strategic planning in a public library setting.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
• Strategic thinking for planning and goal setting activities, including resolving problems and dealing with uncommon situations.
• Program and project management best practices and process development.
• Change management practices.
• Methods used to investigate community needs and interests, and methods for providing resources.
• General management principles, especially planning and budgeting.
• Finance, including cost/benefit analysis.
• Principles and practices of library science and technology and their application to use of reference tools, book selection criteria and methodology, and common library resources.
• Policies and procedures of the library and applicable state, federal and local laws, rules and regulations.
• Publishing and resources for library materials.
• Methods and techniques of research, statistical analysis and report presentation.
• All computer applications and hardware related to performance of the essential functions of the job.

Skill in:
• Planning, measurement, evaluation, and reporting techniques and tools.
• Analyzing quantitative and qualitative data.
• Developing ideas in a highly collaborative environment and executing on creative ideas.
• Evaluating quality, relevance and effectiveness of programs, services, methods, activities, systems, procedures, or collections in assigned areas.
• Processing and understanding complex or ambiguous information and circumstances in order to make sound decisions.
• Listening, understanding, and translating into actions, competing interests from varied library constituencies.
• Performing business analysis, cost/benefit analysis, risk analysis, and project prioritization.
• Utilizing word processing, spreadsheet and project management software.
• Communicating both verbally and in writing at the professional level, individually and in group presentations.
• Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
• Developing consensus around complex issues and situations.
• Using technology to accurately and rapidly search, enter and retrieve data.

**Mental and Physical Abilities:**
• Ability to intellectually engage with strong interpersonal and communication skills and develop the trust of the organization through expert knowledge and professional behavior.
• Ability to actively cultivate and maintain effective relationships with diverse audiences ranging from staff and customers to community organizations, public officials, and boards.
• Ability to articulate the organization’s strategic direction to a wide variety of audiences, and drive change initiatives.
• Ability to influence others, listen actively, negotiate to a successful resolution, demonstrate initiative, and engage in effective problem solving.
• Ability to adapt to changing needs, recognize and set priorities, practice initiative and independent judgment in decision-making.
• Ability to analyze complex and sensitive organizational issues, evaluate, and develop innovative alternatives in order to make recommendations for problem resolution and implement decisions expediently.
• Ability to integrate and interpret data from various sources, and to plan, develop and implement responsible strategies.
• Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
• Ability to travel to various locations and to access reliable transportation to do so.
• While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and life and/or move up to 10 pounds.
• While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

**SUPERVISORY RESPONSIBILITY:**
• This position has no supervisory responsibilities.

**WORK ENVIRONMENT:**
• Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
• This position is eligible for Core and Emergency telework.

**SUMMARY STATEMENT:**
This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

**NOTE:** The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.