Welcome to the Emerald City

Imagine living in the natural beauty of the Pacific Northwest, enjoying surrounding views of Mount Rainier and Puget Sound.

Seattle is the largest city in the Pacific Northwest region of the United States. It is located in Washington state, nestled between Puget Sound and Lake Washington. Seattle’s population is approximately 570,000 and its official nickname is the Emerald City.

Seattle is one of the most beautiful urban centers in the country and is considered one of the most desirable places in the country to live and work. The metropolitan area is home to some of the best-known U.S. companies such as Microsoft, Boeing and Starbucks, has great restaurants, a vibrant cultural center, and a lively music scene.

Seattle is a diverse and pedestrian-friendly city where we have bus service in downtown Seattle, a monorail and waterfront trolley. This popular port city is a haven for boats and boat lovers, whether your preference is kayaking, canoeing, sailing, motoring, fishing or simply riding the ferries.

Seattle is said to have more books per capita than any other metropolitan city. Seattle was recently named the second most literate city in the country, as well as the smartest city, having the highest percentage of college graduates of any major U.S. city.

The temperature in Seattle is mild, which means pleasant summers and very little snow in the winter. It even rains less than you might think. In fact, it rains less here than in New York, Washington, D.C., and a number of other East Coast cities – less than 38 inches of rain yearly.

Our Library

The Seattle Public Library, founded in 1891, includes the Central Library, 26 neighborhood libraries, the Center for the Book, and a robust "virtual library" available on a 24/7 basis through the Library’s website. The Central Library provides system-wide services including borrower services, quick information, specialized services for children, teens and adults, as well as immigrant and refugee populations and public education and programming. The neighborhood libraries provide library services, materials, and programs close to where people live, go to school, and work, and serve as a focal point for community involvement and lifelong learning.

Our Vision for Seattle
A city where imagination and opportunity thrive.

Our Mission
The Seattle Public Library brings people, information and ideas together to enrich lives and build community.

The Library Board of Trustees adopted a 5-year Strategic Plan in 2011 to help guide future growth and services. Key goals in the plan include:

- Fuel Seattle's passion for reading, personal growth and learning
- Expand Seattle's access to information, ideas and stories
- Empower Seattle's distinctive communities and vibrant neighborhoods
- Build partnerships to make a difference in people's lives
- Foster an organizational culture of innovation

The Library has a strong virtual presence and extends its reach with patrons through Ask A Librarian, Facebook, SPL Mobile and blogs. The catalog offers search features in a social networking environment. The Library’s podcasts get thousands of downloads each month and its digital collection of books, movies and music is one of the largest among public libraries in the nation. The Library continues to build on initiatives that help newcomers to the U.S., and others improve life skills, as well as community programs that help youth with school readiness.

2011 Statistics: At a Glance

<table>
<thead>
<tr>
<th>Staffing</th>
<th>Patron Visits</th>
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<tbody>
<tr>
<td>619 staff members</td>
<td>In person visits: 6.7 million</td>
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<tr>
<td>(509 full-time equivalents)</td>
<td>Virtual visits: 7.59 million</td>
</tr>
<tr>
<td>Circulation</td>
<td>Total visits 14.34 million</td>
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</table>
| Nearly 11 million “traditional” materials | Programs
| 640,000 downloadable media | 207,000 people attended nearly 6,430 events |
| Collection size   | Operating Budget               |
| 2.4 million items | $51.8 million                  |
The Position

Director of Library Programs and Services
$103,001.04 - $142,025.76

This is a full-time, regular, FLSA exempt position that is fully benefited. This position is open until filled.

The Seattle Public Library is seeking an energetic and progressive individual to serve as Director of Library Programs and Services. This individual will work in partnership with the Leadership Team to fulfill the Library’s Strategic Plan by providing direction, oversight, and management and innovation efforts for essential Library programs and services.

The Director of Library Programs and Services reports to the City Librarian and is responsible for the Public Services Division which consists of the Central Library and 26 branch libraries. The division develops and delivers collections, programs, reference and reader’s advisory services through all of the Library locations. A total of 387 employees (FTE) work in the division; the division’s operating budget is $37.7 million.

The Director of Library Programs and Services is responsible for the effective and efficient delivery of services to the citizens of Seattle consistent with the Library’s mission, goals and service priorities. The Director will set the vision for programs and services, direct and oversee the implementation of the division’s work plan and participate in the development of the Library’s program of service.

Library Philosophy

The Director of Library Programs and Services will foster a public service environment where the Central Library and branch libraries are true partners in delivering services to library users, as well as harness technology and staff creativity to deliver information services when and where customers want them. Key Library priorities include:

- supporting intellectual freedom
- promoting literacy and a love of reading
- protecting confidentiality of patron records
- respecting and embracing the entire community
- fostering a healthy democracy
- supporting children and youth
- forming strong partnerships
- adapting and innovating to stay relevant

Key Priorities and Responsibilities

- Set vision for programs and services. Lead innovative and positive service delivery process improvements.
- Provide visionary leadership to attain the Library’s Strategic Plan and program of service. Recommend strategic service directions that leverage the Library’s application of emerging library trends, technology and service development opportunities.
- Assume responsibility for ensuring that patron service expectations are met. Guide and direct staff on standards of public service. Oversee studies to assess user satisfaction. Evaluate division performance and operating results, and initiate changes as required.
- Create and nurture strategic partnerships with community agencies and organizations to deliver effective and relevant programs, services and events. Represent the division to community groups and local elected officials. Develop effective partnerships and collaborative working relationships. Represent the needs of users.
- Oversee staff engaged in strategic outreach and community collaboration that supports city and Library priorities, reaches new users and promotes core services. Oversee the tailoring of services to distinctive audiences, and the evaluation and development of reference services that respond to the changing needs of patrons. Continue an emphasis on early learning program opportunities and the development and evaluation of relevant services to children and teens.
- Oversee the implementation of a high-quality and consistent program of public services staff and public instruction in the use of information technology and the Library’s tools and resources. Oversee the evaluation of the effectiveness of Library programs, services and events in meeting Library objectives.
- Initiate a cross-divisional approach with other members of the Leadership Team to explore and implement technology-based services.
- Direct efforts to increase access to Library collections,
Education and Experience Needed

- A Master of Library and Information Science (MLS or MLIS) degree from an ALA-accredited library school.
- At least six years of management experience (executive level preferred) in a large, urban, multi-branch public library that demonstrates knowledge of public services including reference, programming, public instruction, library collections, service delivery technology and service evaluation.
- Experience in applying the principles, practices and philosophy of public library science and administration, and elements of strategic planning.
- Ability to demonstrate vision, strategic thinking, collaboration and inclusive leadership skills; flexibility and adaptability; and a willingness to embrace and drive change initiatives. Ability to be intellectually engaging with strong interpersonal, communication and advocacy skills.
- Ability to influence others, negotiate to a successful resolution, and engage in effective problem solving. Ability to recognize and set priorities, and to use initiative and independent management decision-making.
- Ability to organize, direct, motivate and evaluate public services management and oversee same for public service employees. Ability to mentor others and foster a team environment.
- Knowledge of, and proven experience applying, effective management practices and principles including human resource administration, budget development and fiscal administration, strategic planning, and project management.
- Knowledge of public libraries and their role within a community, with particular emphasis on the Library’s role in Intellectual Freedom.
- Excellent communication, public speaking and presentation skills are essential.
- A sense of humor and a positive and enthusiastic approach to public service and library leadership.
- A passion for learning and a love of reading.

How to Apply

Send an email to jobapplications@spl.org using the subject line IC#05-12 Library Programs & Services Director. Attach a letter of interest, resume and three references as Word or PDF files. This position is open until filled.

Those invited to interview will be required to complete The Seattle Public Library Employment Application available online at www.spl.org prior to the interview. Candidates who submit the online application in lieu of the resume and cover letter at this stage of the recruitment process will not be considered.

The Seattle Public Library proudly promotes diversity in employment. If accommodations are needed during the selection process, please let us know.