



JOB TITLE		DEPARTMENT	JOB LEVEL
Director of Hispanic Services		Public Services	L3 or M3
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full-time Exempt	Division Chief of Public Services	Hispanic Services staff and volunteers	

POSITION SUMMARY

Fully integrates adult and family programs and services for the district’s Spanish-speaking population both inside the library buildings and in the community. The outcome is improved services, programs, outreach, partnerships, special events and designated projects to reach Spanish-speaking customers. Hires, manages, and trains Hispanic Services staff.

ESSENTIAL RESPONSIBILITIES

Takes a leadership role inside and outside of the library

- Works closely with Hispanic community groups and other organizations
- Serves on off-site and on-site Hispanic committees as needed
- Serves as a library representative and advocate by speaking positively and supportively about library programs and services
- Listens to public feedback and makes recommendations to Public Services Division Chief
- Attends and contributes to the Library Leadership Team meetings
- Educates other library staff about the needs and perspectives of the Hispanic community
- Increases awareness of library collections, services, and programs to the Spanish-speaking community (in print, in person and electronically)
- Advocates for library services for Spanish-speaking population
- Collaborates with other staff, including Branch Services, for programs, signage, translations and communication for the Hispanic population
- Chairs and contributes to inter-departmental committees and projects
- Analyzes data for strategic planning, including short-term and long-term goal setting
- Stays conversant with best practices and trends to serve Spanish speakers

Plans, executes, oversees programs and services for the library district’s Spanish speaking population of all ages

- Advises on Spanish materials collection development and management
- Develops and promotes in-person, virtual and hybrid programs for our Spanish speakers
- Performs and oversees translation of written and verbal Spanish communications for the Hispanic Services department primarily, and others as needed by request

Provides timely and relevant reports and project management

- Assists in writing proposals and administering grants for Hispanic and bilingual projects
- Writes quantitative and qualitative monthly reports
- Develops and monitors budget for the Hispanic Services Department

Manages and develops Hispanic Program Services staff and volunteers

- Hires, trains, and manages the needs of Hispanic Program Services staff

- Works with HR and Division Chief to write and revise job descriptions and ads
- Conducts staff performance evaluations and improvement plans if needed
- Works to develop a positive, collaborative, and strong professional team
- Works with Volunteer Services to recruit and develop volunteers for Hispanic Services

Exemplifies Professionalism

- Understands and explains library policies and procedures to the public and staff
- Seeks opportunities to publicly present the benefits of GBPLD's services
- Participates as a member of ALA, PLA & ILA professional associations
- Reads professional literature and stays current on library trends and innovations
- Keeps current on new research, strategies, and technologies regarding target audience and communicates this to Division Chief and colleagues
- Other library duties and related work as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Proficiency in verbal and written communication skills in English and Spanish
- Effective management and team leadership skills
- Excellent interpersonal communication skills to relate easily to individuals of diverse backgrounds and be sensitive and respectful of cultural differences
- Must be tactful and respect confidentiality
- Experience and ability using Microsoft Office, e-mail, Internet browsers and other computer applications
- Must be detail-oriented and have good organizational skills to meet deadlines
- Understands and practices ALA's Code of Ethics and represents the library in a professional manner
- Ability to work independently and collaboratively with other staff members, community partners, and library users
- Ability to organize and coordinate one's own work and that of supervised support staff
- Adapts positively to changes in existing practices, library routines, and workflows
- Demonstrates support for innovation and organizational changes needed to improve Hispanic Services for the community

EDUCATION/EXPERIENCE QUALIFICATIONS

- MLS/MLIS from ALA accredited school preferred
- Supervisory experience with a track record of leadership
- Minimum five years of experience in program development

TOOLS/EQUIPMENT

Use of the following equipment: computer, iPad and tablets, book carts, copy machine, printer, TV/VCR, video camera, fax machine, pagers, telephone, barcode scanner, portable radio, security system, camera, AV closet, sound systems, LCD projector, lighting systems, and other technology as required for programs.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend and respond to the library user both in person and in telephone conversations
- Must have ability to read computer screens, computer keyboards, read call numbers and bar codes on books and materials
- Must be able to operate computer keyboards, calculator
- Must be able to speak distinctly to large groups
- Must be able to transport items weighing up to 40 pounds
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 60 inches
- Must be able to traverse distances of more than 100 feet within the building
- Must be able to move a cart of books weighing greater than 100 pounds
- Must be able to move chairs, tables, and other minor furniture
- Must be able to remain in a stationary position for extended periods of time
- Must be able to drive a vehicle and hold a valid Illinois driver's license
- Must be able to work a flexible and variable schedule, which may include daytime, evening, and weekend hours to meet departmental needs

*The scope of the job may change as necessitated by the library's operational demands.