



Community Services Director

Enjoy what you do while contributing to a Library that makes a difference in people's lives. We are seeking an experienced and dynamic Community Services Director to oversee and manage our Community Services division. This key leadership position will coordinate and supervise the operations of several community-facing departments, including Branches, Member Services, and Community Engagement. As a member of the senior management team, the Community Services Director will play an instrumental role in the development and implementation of strategic plans, budgets, and policies. The ideal candidate will have a passion for community engagement, strong leadership abilities, and a commitment to advancing our mission of creating an inclusive, welcoming environment for all.

How You'll Contribute:

Responsibilities include:

- lead the library's community outreach efforts, identifying, building, and nurturing partnerships with local organizations, businesses, and government officials
- collect and analyze community feedback, performance data, and service metrics to measure the effectiveness of programs and identify areas for growth
- promote the library by participating in community organizations and initiatives

Visit <http://www.palatinelibrary.org/about/jobs> for a complete job description.

Key Opportunities for This Position:

The Community Services Director position is the chance to shape and lead the library's community engagement efforts, ensuring that the organization not only meets the needs of its current patrons but also builds lasting partnerships and relationships within the community. As a member of the senior management team, the Community Services Director will have a significant influence on the library's strategic direction, directly contributing to its mission, vision, and culture.

You'll Be Successful Because You Have:

- master's degree in library science or equivalent required
- minimum of 3 years of experience in a public library setting, including at least 3 years of supervisory experience
- proficiency with Microsoft Windows and 365, integrated library systems (Polaris preferred), and emerging technologies
- ability to relate to and empathize with community needs, always ensuring excellent customer service
- supervise, hire, train, and evaluate departmental staff while providing leadership and support

What We Offer:

- starting salary range: \$97,283 - \$108,092 annually (depending on qualifications)
- full time: 37.50 hours per week
- position qualifies for a hybrid work environment
- Benefits include 4 weeks of vacation per year, 12 days of sick time per year; 5 personal days per year; 7½ paid holidays per year; participation in Illinois Municipal Retirement Fund; and medical, life, vision, and dental insurance programs

How To Get Started:

If you are interested in applying for this position, employment applications are available online at <http://www.palatinelibrary.org/about/jobs>. Submit the completed application with a cover letter, resume, and three professional references to the Human Resources Department at employment@palatinelibrary.org.

Palatine Public Library District inspires connection, curiosity, and joy. We welcome everyone to access diverse materials, collaborative spaces, technology, programs, and services. The Library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates. *Palatine Library District is an Equal Opportunity Employer.*

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