

Massachusetts Library System

Position Description:

Library Consultant Manager



Position

The Library Consultant Manager is responsible for managing a team of Library Consultants, who provide a variety of programs and services to Massachusetts Library System (“MLS”) members across the Commonwealth. Work will include team alignment and development, supervision, coaching, performance and change management, and implementing MLS’ vision for consulting services to MLS members. This position will also be responsible for offering or coordinating some management related consulting and training programs and services for MLS members.

Works with MLS staff, members, and representatives of collaborating organizations.

Supervision: Works with a high degree of independence under the direction of the Learning Services Director. This position will provide direct supervision to a team of Library Consultants.

Qualifications

Required

- Relevant Master’s degree (e.g., MPA, MBA, MLIS) from an accredited college or university.
- Three or more years of supervisory experience.
- Knowledge of management and supervisory best practices.
- Ability to efficiently and effectively align, develop, coach, and manage a team for results.
- Excellent interpersonal skills, including a courteous, cooperative, and flexible attitude.
- Ability to provide results-oriented consulting services.
- Ability to provide outcomes-focused, activity-driven training to adult learners.
- Strong facilitation and presentation skills.
- Strong customer service orientation.
- Strong written and verbal communication skills and attention to detail.
- Strong project and program management, time management, and prioritization skills.
- Ability to manage and continuously improve workflows during both busy and slow periods.
- Commitment to incorporating diversity, equity, inclusion, and accessibility into work.

Desirable

- Not-for-profit or public sector experience.
- Knowledge of libraries and their missions.
- Experience working with different types of libraries and/or library consortia.
- Certificates or industry certifications relevant to this position.
- Knowledge of prevailing continuous improvement and innovation methodologies.

Position Responsibilities

Duties and responsibilities may include, but are not limited to:

Manager Responsibilities (60%)

- Managing the Library Consultant Team, including aligning, developing, supervising, and coaching team members; engaging in performance management; and managing change.
- Working collaboratively with other members of the Learning Services Manager Team.
- Implementing MLS' vision for consulting services for MLS members.
- Evaluating and continuously improving consulting services for MLS members.

Functional Responsibilities (30%)

- Providing or coordinating consulting services for MLS members.
- Providing or coordinating trainings for MLS members.
- Serving as a liaison to MLS member libraries in one of the MLS liaison territories.
- Providing an orientation to MLS programs and services for new MLS members.
- Creating resource guides, support materials, and other communications.
- Serving as a subject matter expert for asynchronous trainings.

Other Responsibilities (10%)

- Attending events as a representative of MLS.
- Staying current in one's area(s) of expertise through professional development.
- Cultivating collaborations in support of MLS programs and services.
- Serving on committees, task forces, and workgroups.

- Performing other duties as assigned.

Note: percentages are approximate and subject to change based upon organizational need.

Job Requirements

The position requires light to moderate physical effort demanded when performing functions under typical office and computer use conditions. Light to moderate physical effort and stamina required for occasional travel and transport of work-related materials and equipment to meeting and training sites. The successful candidate must be able to lift up to 50 pounds with or without reasonable accommodation.

Will work from either MLS office (western or eastern) as well as commute throughout the state. May have the option of working from home in consultation with their supervisor. MLS telecommuters must meet connectivity and equipment standards.

Must possess a valid Motor Vehicle Operator's License valid for use in Massachusetts and provide the means of transportation to fulfill job duties throughout Massachusetts and attend relevant meetings.

Candidates must be eligible for permanent employment in the United States, and appointments are subject to a criminal background check.

Compensation

This position is exempt under the wage and overtime provisions of the federal Fair Labor Standards Act.

Position Grade: 13 (Exempt)
Salary Range: \$ 79,406 – \$ 111,176 depending upon experience

MLS full-time staff members receive a benefits package that includes health insurance; dental insurance, life insurance and a defined contribution plan through TIAA-CREF. (MLS is a private, non-profit organization and does not participate in any public retirement plan.)

The Massachusetts Library System, Inc. is a state-funded not-for-profit corporation governed by its member libraries with offices in Marlborough and Northampton Massachusetts.

MLS is an equal opportunity employer.

MLS is an equal opportunity employer that does not discriminate against any employee or applicant for employment because of race, color, age, marital status, sex, physical or mental challenge, creed, religion, political affiliation, national or ethnic origin, or sexual orientation. Members of underrepresented groups, and those committed to working in a diverse cultural environment are encouraged to apply.

Our mission has always embraced social justice and MLS is committed to providing services that benefit and contribute to the library profession’s core values: diversity, inclusion, equity, access to information, free expression, privacy, and social justice.

Employee signature _____ Date _____

Approved by the MLS Executive Board
January 13, 2025