



## **AYER LIBRARY HEAD OF ADULT SERVICES**

### **Summary:**

The Head of Adult Services (HAS) is responsible for public programming, collection development, customer service, and data collection and evaluation for the Library's Adult Department. The HAS serves on the Library's leadership team with the Library Director, Assistant Director, and Head of Youth Services.

### **Supervisors:**

The Head of Adult Services reports to the Library Director or the Assistant Director in the Director's absence.

### **Supervisory Responsibilities:**

The Head of Adult Services oversees the work and actions of the Circulation Librarians, Library Clerks, and volunteers on the Library's Main Floor.

### **Essential Duties:**

#### Leadership & Management:

- Works with the Library Director to create work plans and set priorities for the Adult Services department.
- Provides support, coaching, and inspiration to the staff and volunteers of the Library, monitors progress toward meeting goals.
- Works closely with the other members of the Leadership team toward maintaining a strong feeling of team spirit among staff and volunteers within the library and consistently excellent customer service to the community.
- Represent the library on local and regional committees; attends informational and instructional meetings and workshops related to library operations and adult services.
- Performs additional supervisory duties and may be on call in the absence of the Director and Assistant Director.
- Monitors the use of the library and tactfully explains library policy, resolves minor complaints, and maintains good relations with library users.

#### Programming:

- Plans, organizes, and hosts educational and entertainment programs for adults. Evaluates program popularity and effectiveness.

- Designs, composes and prepares public relations materials such as news releases, flyers, brochures, for print, social media, and web site.
- Works closely with the Circulation and Outreach Librarian and the Head of Youth services to coordinate program offerings and scheduling.

Customer Service:

- Greets and engages with visitors as they enter the library.
- Provides reference and reader advisory services to patrons; responds to inquiries in person, by telephone, email, and social media; provides direction, information and instruction.
- Provides training and assistance to patrons in the use of computer hardware and software, library databases, and the Internet.
- Provides attractive displays and settings to encourage the use of library resources.
- Stays up to date on the trends, interests, and needs of adult patrons.
- Assists at the circulation desk as needed.

Collection Development:

- Holds overall responsibility for all aspects of the contemporary adult collection; evaluates, recommends, and/or purchases materials in all formats. Maintains the collection through circulation analysis, inventory, weeding, and other current techniques.
- Delegates some portion of materials selection responsibilities to other staff and provides training and support as necessary.

Similar or related duties performed as required, or as situation dictates:

- Fulfills or oversees interlibrary loan requests
- Processes new library materials.
- Performs original and copy cataloging of all formats of library materials to facilitate their identification, access, and use.
- Researches and prepares grants. (Example: Local Cultural Council Grants to fund programs)
- Evaluates and prioritizes the needs of the library's adult services on a regular basis and reports to Library Director.
- Assists the Library Director in evaluating the work and performance of library staff and volunteers.
- Assists the Library Director in hiring new library staff and/or recruiting volunteers.
- Recommends new procedures and technologies to improve the administration of library services generally.
- Supervises/trains volunteers, interns, and/or junior staff members.

**Disclaimer:**

*The essential functions or duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

**Knowledge, Skills, and Abilities:**

The Head of Adult Services should possess the following:

- The ability to think and act proactively and to work without constant supervision.
- The ability to effectively provide relevant and engaging patron-centered programs.
- Comprehensive knowledge related to popular culture, literature, media, educational, and/or technological trends and a willingness to share that knowledge.
- Comfort with troubleshooting problems with PCs, WIFI, copiers, printers, and other aspects of library technology.
- Working knowledge of the principles, practices, and techniques of library cataloging, classification, collection development, and the provision of library services to adults.
- The ability to apply library policies equitably and consistently.
- The ability to provide customer service in a quick, friendly, and accurate manner in person, over the phone, and via email, text, and social media.
- The ability to establish and maintain effective working relationships with staff, patrons, and others in the community, and to represent the library in a positive way in professional situations.
- The ability to maintain a neat and clean personal appearance and conduct oneself in a professional manner.

**Physical Demands:**

Minimal physical effort is required to perform most duties; some duties require moderate effort such as lifting and carrying up to 35 lbs. The employee is frequently required to stand, walk, sit, speak, hear, use hands to operate equipment, climb, stoop, reach with hands and arms and lift, move, and push equipment. Vision requirements include the ability to read routine documents and use a computer.

**Minimum Education/Experience:**

An Associates or Bachelor's degree from an accredited college or university. 2-4 years of work experience in a library setting.

**Preferred Education/Experience:**

A Master's degree in Library Science from an ALA accredited university or in a related field. 1-3 years of supervisory experience in a library setting.

**Position:**

This position is budgeted as a full-time position, with a minimum requirement of 32 hours per week. The work schedule will require some regular evening and weekend shifts.

**Compensation:**

Hourly wages are determined by the Library Director and depend on qualifications. Paid holiday, vacation, and sick leave benefits are provided to library staff that work at least 20 hours per week as detailed in the Ayer Library's Personnel Policy Manual. Library staff are also entitled to health & dental insurance coverage, pension plans, and other benefits as provided by the Town of Ayer for its non-union employees.