

## HEAD OF ADULT SERVICES

DEPARTMENT:	Adult Services	REPORTS TO:	Library Director
FSLA CODE:	Exempt, Full-time	PAY GRADE:	I
AVERAGE WEEKLY HOURS:	40	AVERAGE PUBLIC-FACING HOURS:	10%
SUPERVISES:	Adult Services Librarians, Staff Technology Trainer & Librarian, ELL Coordinator, Adult Services Specialist, Adult Program Coordinator, Adult Services Assistant		
LAST UPDATED:	4/2022		

### SUMMARY

Under the direction of the Library Director, responsible for professional leadership and management of Reference and Reader Services. Serves as a member of the management team.

### EXPECTATIONS

- Provides consistent, gracious and friendly service to internal and external customers.
- Understands library policies and procedures, uses judgment in their application to the public, while safeguarding confidential and restricted information.
- Maintain awareness of overall library functions, projects and goals.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

#### *Primary*

- Responsible for planning, developing, implementing, and evaluating all department operations, internal and external services, programs, and collections.
- Hires, trains, and manages department staff. Evaluates, coaches, sets goals, and counsels staff to foster professional development.
- Understands, supports, and advances the vision, mission, and strategic priorities of the Library. Responsible for the development and implementation of department initiatives and activities supporting the Library's strategic plan.
- Provides and models exceptional service to our patrons, staff, and community.
- Collaborates with the management team on long-term needs, improvements, and innovations in services, policies, and procedures.
- Responsible for reporting internal department and/or library-wide statistics.
- Responsible for the department budget and monitors expenditures and contracts.
- Ensures patron access to Library services and building information is accurate and available.
- Acts as Person in Charge, assuming responsibility for the operation and security of the library as scheduled or needed.
- Serves as a Notary Public.

## Secondary

- Keeps informed of current general and job-specific information and trends at the local and regional library level.
- Collaborates with staff on committees, projects, and events; and assigns department staff to serve on committees, projects, and events. Serves as chair or lead.
- Participates in relevant meeting, training, continuing education, and/or professional development.
- Performs other duties and projects as assigned.
- Serves as backup for other departments and assigns staff to serve as backup for other departments.

## KNOWLEDGE, SKILLS, AND ABILITIES

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- Considerable ability to handle confidential or sensitive information with complete discretion, tact and diplomacy.
- Ability to lead and motivate staff; and, facilitate and foster their professional development.
- Knowledge of budget preparation and management.
- Knowledge of supervisory methods and best practices.
- Considerable ability to remain calm and effectively lead in difficult situations.
- Considerable ability to exercise leadership and provide direction.
- Considerable ability to empathize with the needs of all patrons and staff.
- Considerable ability to exercise reasonable and independent judgement.
- Considerable ability to manage and prioritize multiple tasks and complete detailed work accurately, efficiently, and independently.
- Extensive knowledge of department staff roles and processes.
- Extensive knowledge of the department principles, practices, and technology.
- Knowledge of technology and software necessary to complete work; ability to learn new technology and software.
- Considerable knowledge of Reference and Reader Services principles, practices, and technology.
- Ability to bend, stoop, stretch, kneel, lift and carry up to 20 pounds.
- Ability to travel locally.

## QUALIFICATIONS AND EXPERIENCE

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- Five years professional experience in related field.
- Three years demonstrated leadership experience.
- MLS/MLIS degree from an ALA-accredited school.

## DISCLAIMER

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- The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time.
- The scope of the job may change as necessitated by business demands.