

Assistant Director / Adult Services Manager**Position Overview:**

Assistant Director – To assist in managing the library to provide library services to patrons and community organizations under direct supervision and general management of the Library Director; to participate in forming and enforcing policy; to participate in planning, direction and administration of library activities; to act and serve as person-in-charge in the absence of the Director; to promote connections between partner agencies and organizations; to oversee library communications.

Adult Services Manager – To develop, coordinate, promote and manage library services to adults; to supervise adult services staff; to participate in evaluating and recommending library policies as they relate to adult services; to oversee reference services and staff reference training; to manage the Library's website; to perform a variety of technical and clerical library work to support general library operations and the Library's core values and mission.

Assistant Director**Position-Specific Responsibilities and Expectations:**

- Oversees day-to-day library operations in the absence of the Director
- Serves as the public relations representative for the Library
- Analyzes and recommends policy development or changes in particular as they relate to adult services, library communications, reference and online services
- Interprets policy as needed with patrons and staff
- Assists in training staff in procedure, policy, resources and staff development
- Provides direction to library staff and volunteers
- Promotes positive customer service practices
- Assists with budget preparation as needed
- Participates in Library Board of Trustees meetings including monthly reports
- Oversees master staff and substitute scheduling

Adult Services Manager**Position-Specific Responsibilities and Expectations:****Management:**

- Oversees the functions and operations of adult services
- Hires, trains, supervises and evaluates adult services staff and substitutes
- Oversees services and schedules staff coverage of the reference desk
- Provides direction to library staff and volunteers particularly in regard to adult services
- Oversees administration of Outreach and Volunteer programs in collaboration with Outreach/Volunteer Coordinator
- Oversees procurement, planning, financing, marketing and execution of adult programs in collaboration with Adult Program Specialist
- Manages the budget for adult services and selected collections

- Solicits funding, grants and donations for adult services
- Reports on all activities and functions of adult services, library communications, reference and online services to the Director, Library Board, and staff
- Researches, identifies and nurtures community partnerships including with other island libraries
- Creates promotional material for internal and external display

Communications:

- Oversees all aspects of library communications program and works to establish and maintain a unified plan in collaboration with the Director
- Participates in developing a cohesive brand for the Library
- Ensures high quality control
- Produces quality print and digital materials for communications and marketing as needed for both internal and external use
- Develops effective communication methods for staff in a digital environment

Reference:

- Serves as main point of contact for in-depth reference questions
- Promotes positive customer service practices on reference desk
- Provides training for staff in using reference and online resources
- Leads the process to choose, evaluate, implement and promote new reference databases and online resources as well as the physical collection
- Serves as primary point of contact for all online resources

Online:

- Serves as primary point of contact for the library website, and is responsible for resolving issues as well as identifying, developing, and implementing enhancements in coordination with the IT Manager
- Participates in processes related to web design and development, information architecture, and content creation and maintenance
- Manages library web-based applications and tools that enhance access to services and collections
- Manages and/or produces online content
- Coordinates web updates, development, and email appeals in conjunction with the Friends of the Library
- Directs periodic evaluations of online services to assure the library website and applications are understandable, usable, and effective for the community
- Provides instructional material for online resources to the public and staff

Collection Development and Maintenance

- Demonstrates an understanding of collection development policies and practices
- Evaluates, purchases and maintains hard copy reference and graphic novels collections and carries out evaluation and weeding as needed
- Recommends titles for purchase to other selectors as needed
- Performs collection management projects as needed

General Staff Responsibilities and Expectations:

Circulation and Reference

- Maintains thorough knowledge of circulation system
- Staffs reference desk as needed
- Assists at circulation desk as needed
- Maintains thorough knowledge of online and print resources
- Assists in directing volunteers in library procedures
- Performs circulation duties including registering patrons for new cards, renewing materials, and negotiating fees
- Provides reference and reader's advisory service to adult and juvenile users in person and over the telephone, using materials in a variety of formats
- Reserves library materials for patrons using in-library and interlibrary loan procedures
- Trains patrons in use of automated catalog system and other library equipment available for public use

Customer Service

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, or other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner

Library Operations

- Observes safety hazards and emergency procedures
- Observes library policies
- Identifies problems and reports appropriately to Director
- Operates all office equipment and performs necessary office procedures utilizing copier, fax machine, answering machine, phones, and others as appropriate
- Operates all library equipment and performs necessary library procedures utilizing computers, DVD player, VCR, projector, and others as appropriate
- Follows all opening and closing procedures
- Performs variety of duties supporting the overall operation of the Library as assigned

Professionalism

- Maintains working knowledge of materials collections, services, and programs.
- Attends workshops, trainings, and conferences as appropriate
- Participates in staff development activities
- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

Teamwork

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done
- Displays leadership qualities