

## **Assistant Director / Adult Services Manager**

**Assistant Director** – To assist director in managing library to provide library services to patrons and community organizations; to analyze and develop policy; to manage library website; to assist with staff development; to provide direction to staff and volunteers

**Adult Services Manager** – To develop, coordinate, promote and manage library services to adults; to supervise adult services staff; to oversee and produce library communications

### Assistant Director

#### Position-Specific Responsibilities and Expectations:

- Supports director in management of library operations and future planning
- Oversees day-to-day library operations in the absence of the director
- Analyzes and recommends policy development as needed
- Interprets policy with patrons and staff
- Assists in staff development and training
- Manages website content and organization
- Provides direction to library staff and volunteers
- Participates in board of trustees' meetings
- Promotes connections between partner agencies and organizations

### 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, public service associates, and substitutes
- Oversees procurement, planning, financing, marketing, and execution of adult programs by adult program specialist
- Oversees outreach and volunteer programs by outreach/technology coordinator
- Oversees social media program by adult program specialist
- Oversees budget for adult services and selected collections
- Reports on activities and functions of adult services to director and library board

##### Communications:

- Oversees library communications program to maintain a cohesive brand and ensure high quality control
- Produces quality print and digital materials for communications and marketing for both internal and external use

Reference:

- Serves as main point of contact for in-depth reference questions
- Promotes positive customer service practices on reference desk

Online:

- Manages and implements library web-based databases, applications and tools with assistance from IT administrator as needed
- Supports Friends of the Library's online presence
- Provides instructional material for online resources to public and staff

Collection Development and Maintenance

- Evaluates, purchases and maintains materials for collections as assigned
- Leads the process to evaluate, choose, implement and promote new reference databases and online resources
- Recommends titles for purchase to other selectors 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 by 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 printer/copier, telephones, 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

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#### Minimum Requirements:

- ML(I)S from an ALA-accredited institution
- Two years professional public library experience
- Two years supervisory experience
- Adult services experience
- Excellent reference and research skills
- Readers advisory experience
- Communications experience
- Website content development
- Strong computer skills
- Strong interpersonal skills
- Strong verbal and writing skills
- Prioritization/time management skills
- Self-initiative

#### Preferred Requirements:

- Website management
- Marketing and graphics experience
- Social media content development
- Staff training experience
- Collection development experience