

Ventress Memorial Library

Title: Head of Adult Services Librarian

Classification: Full-Time 37.5 Hours

Department: Adult Services/Reference Department

Association: VLPSA (Ventress Library Professional Staff Association)

Grade: 8

Education: Master of Science degree in Library and Information Science from an accredited ALA program.

Experience: Preferred three to five years of public library experience; or, a combination of education and experience that enables performance of all aspects of the position. Advanced proficiency with social media, library databases, Google Suite and Microsoft office; experience providing technical instruction to patrons or equivalent experience. Community outreach and grant writing experience desired.

General Statement of Duties:

Under the direction of the Library Director, the Head of Adult Services is a member of the library's leadership team. Employee oversees the reference desk and reference staff members; adult services and programs; promotion and outreach initiatives; and the trustee's historical room. Works as part of a professional team with the Head of Youth Services and the Reference and Teen Services Librarian to collaborate on library-wide programs such as summer reading. Performs managerial duties related to library operations, staff outreach, and special activities as requested by the Library Director.

Employee performs duties requiring considerable judgment and initiative in planning and overseeing programming and outreach services for adults both within the library and outside the library. Employee plans and arranges own work in accordance with standard procedures. Employee communicates potential new services or special projects with statements of desired objectives, deadlines or priorities to the Library Director in writing. Technical and procedure problems or changes are discussed with the Library Director, but ordinarily the employee plans and performs work independently. Any recommended changes to policies should be submitted in writing to the Library Director. The Library Director at his/her discretion will present policy changes to the Board of Library Trustees for approval.

Must maintain confidentiality of sensitive information and demonstrate a commitment to engage independently in continuing professional development. Must perform all aspects of job responsibilities with honesty and integrity.

Specific Responsibilities and Duties:

- Oversees Reference Desk schedule and procedures. Directly supervises reference staff including Reference Assistants and Reference Librarians, providing professional guidance and assigning tasks as needed.

- Performs a wide variety of reference services including general reference and readers' advisory. Maintains a welcoming environment at the library's Reference Desk while modeling excellent customer service; responds to inquiries and provides customer service, assistance, and instruction to library patrons; and interprets library rules, policies, and procedures to the public. May provide referrals to other libraries, sources, or agencies when necessary.
- Stays up-to-date with library technology and technology trends. Performs a wide variety of technology help regarding library computers, personal laptops, phones, tablets, eReaders, electronic databases, general internet searching and other technology resources. Answers inquiries in person and via phone, email, and social media as needed. Troubleshoots public computers and printers, as well as other library technology as needed. Seeks help from Town IT department for more advanced issues. Investigates and reports on new technologies and software for use by patrons and staff, including potential impact on changing patron behaviors and staff workflows.
- Responsible for collection management of the adult nonfiction collection, including biographies. Develops and oversees Book Club Kits with input from Library Director. Oversees cataloging of all incoming periodicals; may assign periodical cataloging to trained reference staff. May be responsible for other collections as needed.
- Initiates, plans, oversees, and conducts a variety of programs and activities to encourage the use of the library by adults of all ages such as concerts, book discussion groups, speakers and performers, game programs, and other special events within prescribed budget.
- Cultivates and maintains contact with the general community, other libraries, and town employees to advance library outreach opportunities. Oversees homebound delivery program and/or staff assigned to homebound delivery program.
- Maintains usage statistics on digital library resources and adult programming and outreach.
- Supports library promotion by publishing the monthly e-newsletter *The Ventress Voice*, publicizing library programs to local news sources, and creating social media (Facebook and Instagram) posts to promote adult programs and library services. Works with reference staff and other library staff to publish booklists and other promotional materials as needed. Updates events on the library's Events Calendar. Creates print brochures or calendars for distribution and display. Updates assigned portion of the website as needed and in keeping with accessibility standards.
- Oversees the trustee's historical room in conjunction with assigned staff and/or volunteers. Maintains, organizes, preserves, and maintains the collection. Trains staff and volunteers in use of collection and resources as needed. Tracks and assists patrons using the room. Suggests updates to the Library Director for usage policies as needed.
- Applies for relevant grants for programs and other library services as needed.
- When needed, may be responsible for opening, closing, and securing the building, following standard library procedures and taking necessary actions. Performs other similar duties as required or as requested by the Library Director.

Required Knowledge, Ability and Skills:

Requires demonstrated proficiency with computers including networked computers, Windows, word processing, spreadsheets, and email; automated catalogs, electronic databases, the Internet, and social media; and previous experience with an automated library circulation system. Robust computer and technology skills, passion and knowledge about the use of technologies to support connected learning in a library environment. Should be comfortable independently learning new technologies and continuously improving skills. Should exhibit a can-do and forward-thinking attitude regarding new and emerging technologies and their application to library services. Requires knowledge of reference and information sources in all formats including search and evaluation techniques. Must possess effective communication and training techniques, demonstrate flexibility in a dynamic environment, and be at ease with interruptions.

Ability to deal in an effective and courteous manner with members of the general public on a daily basis, and enjoy working with and possess the skills to interact with both children and adults in a professional manner. Ability to establish and maintain effective cooperative and positive working relationships with library staff and work cooperatively with other divisions, departments and elected or appointed officials. Ability to plan, analyze, carry out projects, consult and offer advice; requires effective communication skills. Ability to work accurately with close attention to detail in reading, writing, spelling and performing basic math functions.

Job Environment:

Work is performed under typical library and office conditions; the workload is subject to seasonal fluctuations which require advance planning; regular library schedule requires evening and weekend work. The employee operates standard library equipment, computers, projectors, photocopier, and microfilm readers. The employee has regular contact with library patrons and staff, vendors, other town employees, and outside organizations; contact is typically in person or by telephone.

Physical Requirements:

Minimal physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books or other library printed materials. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include ability to interact with the public, elected or appointed officials and outside organizations. Must be able to stoop, kneel, bend, reach forward and above the head; to receive books from patrons; lift books and other materials; bend and extend reach for such tasks as shelving books or emptying book drop.