



**Job Title:** Assistant Director/Head of Adult Services

**Mission Statement:**

*Otis Library is a trusted informational and cultural hub that provides free resources for personal growth and lifelong learning. We inspire lasting connections and foster community in a safe, welcoming environment.*

**Purpose:** The Assistant Director/Head of Adult Services supports the mission of Otis Library by performing professional administrative duties that include supervising the general operations of the Library with an emphasis on adult services.

**Primary Responsibilities:**

- Assists Executive Director in areas of planning, budgeting, assessing community needs, developing goals, expanding library services and coordinating day-to-day operations
- Oversees and supervises staff in adult services areas and ensures that excellent customer service is the Library's first priority
- Assigns tasks and responsibilities to all staff in adult services, ensures they are carried out in a timely manner
- Evaluates staff performance in adult services through annual and regular reviews
- Manages marketing and publicity, creating materials and implementing campaigns; oversees staff tasked with similar responsibilities
- Maintains and evaluates statistics related to adult services, including but not limited to circulation, computer usage, and reference questions
- Carries out procedures to identify and retrieve overdue materials, and settles problems arising from late, damaged, or lost materials
- Responsible for human resources management, both staff and volunteers; including but not limited to scheduling, training, and benefits review
- Responsible for building management; liaison with contractors and city departments
- Reviews and ratifies staff recommendations for revisions to library policies or procedures; submits recommendations to Executive Director for final approval
- Keeps staff informed of library policies, procedures and emerging library trends
- Seeks and participates in opportunities for community and civic engagement
- Attends Board meetings as required
- Actively participates in continuing professional training, attends meetings and workshops to remain current in field
- Works at Service Points as needed

**Additional Responsibilities:**

- Assists in selecting materials for acquisition and withdrawal, as assigned
- Works at other public service desks, as needed
- Participates in library special projects and events
- Participates in library or consortium committees, as assigned, including offsite and virtual meetings
- Performs other duties, as assigned

**Supervision Received:** Receives direct supervision from the Executive Director.

**Supervision Exercised:** Under the direction of the Executive Director, supervises staff and volunteers assigned to Adult Services.

**Required Knowledge, Skills, and Abilities:**

- Thorough knowledge of public library services, programs, and resources
- Strong oral and written communications skills
- Ability to interact respectfully and effectively with the public and with other staff
- Ability to understand and interpret library policies, procedures, and rules
- Ability to keep records accurately
- Ability to organize work for efficient use of time
- Ability to create documents with reasonable speed and accuracy
- Ability to represent the library at professional and community meetings
- Ability to work independently

**Physical Requirements:**

- Ability to move and/or lift materials up to 25 pounds
- Ability to push a loaded book truck
- Regularly required to stand, walk, bend, kneel, crawl, reach, climb, balance, and sit

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed above. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

**Qualifications:**

The skills and knowledge required for this position generally would be acquired with a Master's Degree in Library and Information Science from an ALA accredited program and five to seven years increasing supervisory experience in a library setting. A combination of other education and applicable experience may be considered. Fluent in English; fluency in languages other than English desirable.