JOB DESCRIPTION

Deputy Director for Adult Services

<table>
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<tr>
<th>Division: Adult Services</th>
<th>Primary Location: Main Library</th>
<th>Nonunion</th>
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<tbody>
<tr>
<td>Classification: Professional</td>
<td>Paygrade: 44M</td>
<td>$35.22 - $46.22</td>
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<td>FLSA Status: Exempt</td>
<td>Full Time (40 hours/week)</td>
<td>Last Revised: March 2023</td>
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GENERAL STATEMENT OF DUTIES

The Deputy Director for Adult Services will oversee all aspects of the Adult Services Division, including special collections as assigned. The Deputy Director for Adult Services will have a proven record of providing outstanding and innovative programs and services to our community’s diverse adult population, and building positive and productive partnerships with community organizations. This position, under the direction of the Executive Director, has the responsibility for developing and leading new and expanded programs in a collaborative fast-paced environment providing quality user-centered services and programs that meet the needs of the Worcester community. The ideal person in this position will have experience working with diverse populations in an urban community.

Schedule will include evenings and weekend hours

Bilingual applicants are encouraged to apply

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Supervises, coordinates and evaluates Division staff for adult services programs and reference services. Makes recommendations for hiring and discipline
- Actively contributes to library-wide planning, policy making, goal setting, and the development of new services and initiatives as part of the Library’s senior management team
- Actively contributes to the development of policies and procedures for reference and other adult services in collaboration with other department heads
- Maintains up-to-date knowledge of reference and information services in a public library
- Oversees development of general materials collection, including books (fiction and non-fiction), periodicals, research materials, audio-visual materials and electronic resources
- Oversees cultural programs for the general public
- Responsible for making budget recommendations for the division and actively overseeing budget allocations
- Responsible for originating and administering grant funding as assigned
- Provides reference and readers advisory services directly to the public
- Acts as Librarian-in-Charge as needed
- Interprets library rules and regulations to public and staff
- Keeps informed of professional and community developments affecting library resources and services
- Represents the library at appropriate community agencies
- Interprets library services and policies to patrons in a clear and courteous manner
• Contributes to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort
• Actively participates in staff development and training opportunities
• Performs other duties, as assigned, consistent with the functions of the work unit and level of responsibilities
• Working at multiple locations as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES
• Strong leadership abilities, excellent problem-solving, time management and demonstrated public speaking skills
• Experience and familiarity with reference services, print and electronic resources
• Knowledge of the philosophy and functions of a public library
• Comfortable working with adults individually and in groups
• Ability to plan short-term and long-term work objectives with staff, to assign tasks and to follow-up to ensure quality of work and completion of tasks
• Ability to take initiative and interest in, and ability to improving existing work techniques and procedures
• Enthusiastic commitment to ascertaining and delivering public services that best serves the library and its patrons
• Ability to effectively respond to the needs of patrons of all age groups
• Ability to supervise highly skilled staff and enlist their support
• Thorough knowledge of the practical application of technology in a library setting
• Ability to resolve conflict with staff/patrons
• Commitment to library leadership
• Broad working knowledge of general reference and information management practices in public libraries
• Flexibility in prioritizing multiple projects, ability to problem-solve, and propensity for details
• Ability and willingness to mentor, train, inspire, and motivate staff while fostering a collaborative team environment, within and between departments
• Excellent interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
• Strong commitment to consistent excellent customer service to a diverse population in an urban environment
• High level of professionalism and commitment to the organization
• Embrace opportunities to learn in a fast-paced changing environment
• Demonstrate proficiency in current and emerging technologies
• Ability to work independently and as part of a team
• Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling
• Ability to create positive working relationships with a diverse staff
• Possess excellent interpersonal, communication, and customer service skills
• Ability to maintain confidentiality
BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- Master’s degree in Library Science from a Graduate School of Library Science accredited by the American Library Association or approved by the Massachusetts Board of Library Commissioners.
- Five (5) years of professional library work after receipt of MLS that includes supervisory and adult service responsibilities. Broad working knowledge of resources for adult populations
- Three (3) years successful experience in the supervision and management of staff in a public library setting.
- Ability to successfully pass CORI/SORI
- Ability to travel to required locations in a timely manner

PREFERRED

- Five (5) years successful experience in the supervision and management of staff in a public library setting

PHYSICAL REQUIREMENTS

- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to stand and or sit for prolonged periods of time
- Ability to perform bending, stooping, lifting, pushing, and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA’s “Core Competences of Librarianship” http://www.ala.org/educationcareers/careers/corecomp as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community. To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter on or before OPEN UNTIL FILLED To: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. Preference given to Worcester Residents. The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply. Direct inquiries to: City Hall Human Resources, 508-799-1030, HR@Worcesterma.gov.