

JOB DESCRIPTION

**Manager of Adult Services
(Graduate Librarian 4)**



Division: Public Services	Primary Location: Main Library	Union: NAGE Local 495
Classification: Professional	Paygrade: 40P	\$31.93 - \$41.86
FLSA Status: Non-Exempt	Full Time (40 hours/week)	Last Revised: June 2024

GENERAL STATEMENT OF DUTIES

This position is a supervisory, professional position under the general direction of the Deputy Director for Adult Services. The Manager of Adult Services will help lead a team of dedicated reference librarians to create and deliver a wide range of responsive and innovative services and resources to meet the ever-changing needs of patrons in a diverse, urban community in the metropolitan Worcester area. The ideal person in this position will possess comprehensive knowledge of both traditional and emerging reference services and practices, from readers’ advisory, research, collection development, digital literacy, programming, lifelong learning, virtual reference, grants, community outreach, reference, maker spaces, and emerging technologies. The individual will be responsible for oversight of specific service areas and initiatives as assigned based on the needs of the Library.

Schedule will include evening and weekend assignments, and working at other locations.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

Essential Job Functions:

- Assist the Deputy Director for Adult Services with supervision and operation of the division in the delivery of outstanding services in a large, busy urban public library
- Supervise, schedule, train, mentor, and evaluate professional staff
- Manage assigned service areas and initiatives by establishing targets, assign and monitor staff work, collect and report metrics, and ensure efforts are aligned with strategic goals
- Participate in developing and implementing departmental plans for outstanding public services to address present and future community needs
- Provide excellent professional reference service to the public in person at service points, on the telephone, via email and through other innovative communication methods as they become relevant
- Provide exemplary reference and reader’s advisory service for patrons; seeks out and embraces new readers' advisory strategies and methods
- Learn and instruct users and staff to use basic and specialized reference resources and tools, digital devices, computer, equipment, etc.
- Build, create, manage, maintain and promote extraordinary collections and content in all formats
- Develop and provide programs and classes that support lifelong learning and enrichment
- Identify, investigate, and utilize emerging technologies to develop new services and create new content to enhance user experience
- Collaborate with staff of other divisions in seeking outreach opportunities to connect the library to the community; builds mutually beneficial partnerships with community organizations, government agencies and other appropriate groups

- Work with the Library's Communications Manager and utilizes both print and online tools including the library website, e-newsletter and social media to promote and highlight the library's services and collections
- Maintain professional growth and stays informed about professional and community developments affecting the library and librarianship, and engages in professional activities
- Serve as Librarian-in-Charge as scheduled
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibility

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated knowledge of and experience with both traditional and emerging reference services and practices in a public library
- Demonstrated leadership in the provision of knowledge access to innovative library resources and services
- Evidence of maintaining current knowledge of trends, issues and methods of information access to library resources as well as emerging technology
- Strong leadership abilities, excellent problem-solving, time management and demonstrated public speaking skills
- Experience and familiarity with traditional and emerging reference services, print and electronic resources
- Strong attention to detail and ability to work under tight deadlines
- Proven written and oral communication skills
- Flexibility in prioritizing multiple projects with demonstrated propensity for details
- Ability to form and nurture a productive team environment and work effectively with others
- 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 resolve conflicts with staff/patrons
- Ability to meet attendance requirement
- Ability to maintain confidentiality

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- Masters of Library Science from a library school accredited by the American Library Association or approved by the Massachusetts Board of Library Commissioners
- Three (3) years of professional library work after receipt of MLS with comprehensive knowledge of both traditional and emerging reference services and practice in public library setting
- One (1) year of supervisory or team leader experience
- Ability to successfully pass CORI/SORI
- Reliable transportation to travel between required locations

PREFERRED QUALIFICATIONS:

- Two (2) years of supervisory or team leader experience
- One (1) Year of customer service experience

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 **July 26, 2024**, 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.**