



Durham Public Library

Adult Services Director

Job Description & Detailed Responsibilities

STATUS: Full-Time, Exempt
Reports to: DPL Director

Position Overview

As a member of the senior management team with the Library Director and the Children and Youth Services Director (CYSD), the Adult Services Director performs professional and administrative duties related to strategic planning, budget development, administration, recommendation/implementation of policies and procedures, overall operations and customer service. This position provides leadership and supervision to the adult services team and ensures the roles and responsibilities of the team are in alignment with the short and long-range goals of the Board of Trustees, the mission of the library and meet the needs of the community.

The Adult Services Director (ASD) is responsible for the daily management and staffing of the adult services department, including but not limited to: circulation desk, reference support, technical services, facilities management, community meeting coordination and adult collection acquisitions. This ASD is also adequately trained to share responsibility with the CYSD for administration and operations of the library in the absence of the Library Director, at the request of the Director or the Trustees. The ASD is expected to schedule time at the circulation desk throughout the week and may work nights and weekends, as needed.

Supervision Received

This position works under the direction and guidance of the Library Director. This position also receives direct support, guidance and feedback from the Library Board of Trustees.

Supervision Exercised

Manages, supports, trains and oversees the scheduling of adult services library assistants, and works in concert with the YCSD to manage and train and substitute staff, UNH work-study students (Pages) and college/high school/community volunteers.

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Strategic Planning & Leadership

- Serves on the senior leadership team with Director, CYSD and member(s) of the Board to identify and meet the needs of the community, propose and develop policy, ensure short and long-range goals are being met for the library.
- Assists the Library Director in coordination and implementation of goals, objectives and activities adult services team to ensure alignment with Trustee goals and the vision for the library.
- With guidance of the Director, performs research, conducts studies, or garners statistics relating to divisional effectiveness, user needs, new services and technologies, promotional campaigns and combined divisional procedures for adult services.
- Contributes to strategic plan and short- and long-term goals.
- Advocates for resources needed for DPL.
- Assists in the development of the DPL annual report for the Town and the Trustees.
- Represents the Library at local, regional, and state conferences.
- Participates as a member of the New Hampshire Library Association.
- Maintains strong working relationships with stakeholder groups (e.g. Friends of the Library, Parks & Recreation, UNH, town IT and administrative departments, other community libraries).
- Conducts outreach to forge new relationships and partnerships with traditional and non-traditional groups.
- Assists leadership team in developing publicity, promotional materials, press outreach and public relations on behalf of the Board of Trustees, the Library or the Friends of the Library.
- Interfaces with town representatives and officials to promote and coordinate public service campaigns and advocate for public library service.
- Share Director responsibilities with or provide support to CYSD, as requested, to cover vacation or short term leave.

Personnel Management, Supervision & Support

- In concert with the Library Director and the CYSD, participate in the hiring process, present hiring recommendations to the Board and training of new staff.
- Develops and conducts instructional training for departmental personnel to implement policy and long-range objectives, to promulgate Best Practices, to reinforce standards of service delivery and to ensure excellent customer service.
- Advocates for resources and trainings to ensure staff provide an exceptional level of customer service.
- Plans, organizes, assigns, and directs the work activities of subordinate staff to attain department goals and ensure the trainings and consistent application of library policies, procedures, and guidelines.
- Develops effective communication tools and feedback mechanisms to provide support, motivation and feedback to adult services team.
- Conducts annual performance evaluations of adult services staff, as may be requested by Director.
- Meets regularly with staff one on one to direct work schedules and assignments to meet program needs and goals.
- Develops annual professional development plan for the adult services team to meet the needs and priorities of DPL.

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- Personally participates in regular professional development programs and activities.
- Coordinates team meetings with all reporting staff to share information and ensure alignment.
- Develops work plans and other tools to assist in team management and solicit feedback from the leadership team.
- Ensures updating of divisional Training Manuals and training materials throughout the department.
- Ensures all staff are competent, knowledgeable and strictly adhere to all library policies.
- Solicits input from team for continuous quality improvement.
- Assists the Director in coordinating monthly staff meetings, as requested.
- Strives to maintain a professional and pleasant working environment for staff, with open communication and encouraging staff initiative.

Overall Library Administration, Finance & Operations

- Models the philosophy of service to put the needs of library users first and responds to those needs in a positive, helpful, and friendly manner.
- Assists the Library Director in annual budget preparation, as requested.
- Provides Director with all requests for expenditures required by the adult services department.
- Coordinates and supervises day-to-day operations and functions of the adult services department.
- Assists with the development, implementation and enforcement of library policies and procedures.
- Provides plans, program updates, reports and other materials as requested by the Director and Trustees.
- Stays informed of professional issues, trends and attitudes, including managerial, financial, political and personnel issues, through reading professional literature, newsletters, journals, electronic media and training/professional development opportunities.
- Keeps current with library trends, issues, and technology as well as political, economic, and demographic issues that may impact library adult services and programs.
- Recommends equipment purchases, maintenance and upgrades, in addition to any training needed for proper use of equipment.
- Responsible for a portion of the expenditures of the Friends-funded Materials supplementary budget.
- Serves as a point of contact for tech services and facilities management, as requested by Director.
- Assists Director with managing the money for the cash register and petty cash account.
- Develops and documents all procedures for library functions related to adult services and facilities management.
- Recommends and pursues grant opportunities for DPL.
- Manages the databases to ensure functionality and relevance, as requested by Director.
- Attends workshops, meetings and conferences as appropriate.
- Handles patron management referrals from subordinate staff.
- Keeps informed of developments and participates in activities of professional and community organizations.
- Works collaboratively with DPL Friends, town leadership and community organizations.
- Performs other duties as assigned.

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Adult Services Management

Circulation, Collection and Reference

- Assists the Director in research of trends and the development and/or implementation of new adult services.
- Makes recommendations for improvements in services and collection.
- Develops annual collection plan and develops strategies to be pro-active in meeting demands and current trends.
- Assesses damaged materials and repair, send to the bindery, replace, or discard as needed.
- Ensures clean and orderly collection stacks.
- Plans and coordinates periodic collection inventories.
- Monitors lost and missing items for replacement as needed.
- Maintains confidentiality in all matters regarding patrons, and is a consummate professional exercising tact and discretion in all contacts with patrons, guests and staff with attention to and an emphasis on superior customer service.
- Tracks utilization to ensure current software meets library needs and is consistent with current standard library practices.
- Oversees and trains staff in Interlibrary Loan requests, including troubleshooting and providing back-up support when necessary.
- Oversees the process of labeling and processing new materials in adult services collection.
- Provides patrons reference support.
- Schedules time weekly to work on the circulation desk and provides backup during busy or short-staffed times.
- Oversees acquisition of electronic downloads for checkout, and may act as library representative to the NHSL Overdrive Consortium, if requested.
- Researches, evaluates and implements contacts with book vendors and ensures that current accounts are meeting library needs, as directed and requested by Director.

Technical Services

- Provides technical support or instruction to patrons and staff on all library equipment and devices
- In concert with CYSD, troubleshoots technical problems in the library: computers, printers, copiers, telephone system, alarm system and their ancillary components, as requested.
- Coordinates with IT departments for library software and town networks.
- Develops programming to provide technical education to patrons; changes as necessary to meet staffing limitations and patron needs.
- Makes educational and procedural materials available to both staff and patrons to assist with downloading electronic library materials.

Adult Engagement & Programming

- Plans, coordinates and implements adult programming – special and regularly occurring events.
- Develops publicity, materials and newsletters to promote events and activities.
- Coordinates with CYSD to book musical acts for Summer Music on the Lawn series.
- Solicits funding for music series and other special programming.
- Creates or solicits displays for the cases in the lobby and circulation area in conjunction with CYSD.

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Development

- Writes and initiates grant proposals seeking funding designed to aid, enhance or create library service programs or assets.
- May serve as project manager for selected grants.
- May assist in fundraising activities, as directed.