**Head of Adult Services Position Description – Sunderland Public Library**

**Job Title:** Head of Adult Services

**Hours Worked Per Week:** 6

**Supervision Received:** This position is supervised by the Library Director.

**Direct Reporting Staff:** Volunteers.

**Job Description:**

The Head of Adult Services is responsible for providing administrative, professional, and supervisory work in the area of Adult Services. The Head of Adult Services is responsible for collection development of Adult Fiction, oversees all cataloging for the library, and assists in other library operations. The Head of Adult Services is responsible for the completion of the following tasks:

**Leadership:**

* Provides a vision for the Sunderland Public Library’s services to adults and implements strategies to achieve that vision.
* Stays informed of developments and trends in adult services.
* Reaches out to other community organizations that work with adults to inform them of the library’s services and to collaborate on special projects.
* Reaches out to adults both in and outside of the library to receive their feedback on the library’s services to adults and to gather new ideas for programming and acquisitions.
* Participates in professional development opportunities.
* Handles patron complaints in the absence of the Library Director courteously and then reports the complaints to the Library Director.

**Collection Development:**

* Selects and purchases Adult Fiction books, and makes recommendations to the Director and Senior Librarian for the purchase of other adult materials.
* Assists with weeding the adult collection.
* Reads book review journals.

**Technical Services:**

* Oversees all cataloging operations at the library.
* Catalogs all adult and juvenile materials.
* Trains volunteers on how to properly process all incoming materials.
* Assists with processing incoming materials as needed.
* Re-catalogs or re-labels items in response to changes in the collection and changes in user needs.
* Works closely with CWMARS to make sure the Sunderland Public Library’s catalog and materials are consistent with their policies.
* Assists patrons in using computers, photocopier, eReaders, mobile devices, and other library related technologies.
* Troubleshoots issues with the public access computers, printer, photocopier, television, and other library-owned devices.

**Reference:**

* Answers reference questions from people of all ages both in person and over the phone.
* Provides reader advisory services for people of all ages.

**Circulation:**

* Staffs the circulation desk.
* Checks in and out library materials.
* Knows how to use the Evergreen ILS for all circulation tasks.
* Answers the phone.
* Assists patrons with placing holds and searching the OPAC.
* Notifies patrons when holds become available.
* Prints and processes pull list of holds and assigns the completion of pulling the holds to an available volunteer or staff person.
* Records daily patron usage statistics.
* Processes billed library materials.
* Shelves and conducts shelf-reading of library materials.
* Creates library cards and updates patron records.
* Collects and records copier/fax fees and all other monetary donations.

**Other Duties:**

* Opens the building at the start of the day.
* Secures the building at the end of the day.
* Supervises volunteers.
* Stays aware of the conditions of the building and reports issues or possible improvements to the Library Director.
* Informs patrons of and enforces library policies.

**The Head of Adult Services may also be assigned additional tasks by the Library Director.**

**Minimum Qualifications:**

* High School Diploma.
* Experience working with adults ages 18 +.
* Experience cataloging library materials.
* Experience working in a library.
* Enjoyment of working with diverse patrons of all ages.
* Ability to supervise diverse volunteers.
* Commitment to ongoing professional development.
* Comfort using a variety of technologies including computers, printers, photocopiers, eReaders, and mobile devices.
* Willingness to learn new technologies.
* Ability to handle multiple tasks simultaneously and assess priorities in a busy setting.
* Ability to maintain composure and treat patrons with kindness in a busy setting.
* Ability to work both independently and collaboratively.
* High level of organizational skills.
* Enthusiasm, energy, and accuracy in the completion of all tasks.

**Preferred Qualifications:**

* Bachelor’s Degree.
* Masters in Library and Information Science.
* Experience using Evergreen ILS.
* Experience working within the CWMARS system.

**Physical Demands of the Position:**

* Standing for long periods of time.
* Frequent bending, crouching, reaching, climbing, and walking.
* Ability to push or pull a book truck weighing up to 75 pounds.
* Regularly lifting items weighing up to 20 pounds.
* Ability to work at a computer screen for extended periods of time.