

## **Head of Reference/Adult Services**

We are looking for a team-oriented, inspiring library professional to lead our dynamic Reference/Adult Services Department. The Scranton Library recently finished a complete renovation and expansion project, updating our historic facility with the latest in technology. The library is located in Madison's picturesque town center less than a mile from East Wharf beach and just steps from coffeeshops, restaurants, shops, and more.

The Head of Reference/Adult Services plans, organizes and supervises the activities of the Reference department; coordinates volunteers; oversees the maintenance of the adult collection; coordinates activities with other department heads; and prepares monthly statistical reports.

The successful candidate will be passionate about providing outstanding services to library patrons, have the ability to lead and motivate staff in a collaborative environment, possess outstanding verbal and written communication skills, and delight in connecting both staff and patrons with the resources they need. Flexibility and the ability to thrive in a constantly evolving workplace with competing demands is also essential.

### **Essential Job Functions:**

- Supervises the Reference/Adult Services Department, which includes the Teen Area/Librarian; including planning, scheduling, coordinating, reporting, and annual goal setting for both full and part time staff members.
- Provides reference services and technology assistance at the Information Desks.
- Coordinates and oversee adult materials selection, ordering, and weeding. Coordinates a cross-departmental Collections Team.
- Coordinates all volunteers; including recruitment, training, and scheduling, plus annual thank you event.
- Prepares monthly statistical reports.
- Coordinates informational displays for the Library, in both print and digital formats.
- Oversees use of public meeting rooms by outside groups, utilizing room reservation software.
- In partnership with the Supervisors Team, participates in community organizations and speaks to community groups about library programs and services.
- May be responsible for the building and personnel in the absence of the Director, in accordance with the chain of responsibility.

### **Qualifications:**

- A Master's Degree in Library/Information Science and three years of increasingly responsible professional library work, preferably with experience in reference services.
- Currency and fluency with technology trends in public libraries.
- Proficiency in wide variety of software and hardware, including MS Word and Excel.
- Proficiency with use of mobile devices, e-reader devices, and downloading of e-books, e-magazines, and streaming media.
- Ability to lead both within and across departments.
- Knowledge of supervisory methods, including delegating work, evaluating performance, and maintaining morale.
- Proven track record of outstanding customer service to a wide range of ages and abilities.
- Experience with Sierra ILS highly desirable.

### **Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Duties require moving throughout the building to access collections, lead programs and meetings, and operate office equipment.
- Duties require ability to express and exchange ideas by means of the spoken word and to perceive the nature of sounds at normal speaking levels, with or without correction.

- Duties require close visual acuity for extensive reading and viewing a computer terminal.
- Duties require extended periods of standing, walking, and sitting.
- Duties require occasional periods of pulling/pushing items, lifting/carrying items up to twenty pounds, bending, stooping, and fine manipulation skills.

**Hours**

40 hours per week including one evening a week and approximately one Saturday a month.

**Benefits & Compensation:**

- Salary range is \$60,000 - \$70,000 depending on qualifications
- 36 - 41 days of combined paid time off annually; includes holidays, vacation, personal, and sick time.
- Medical and dental insurance, short- and long-term disability, and life insurance.
- 401k retirement plan.
- Benefits prorated based on start date.

**Reports to:** Library Director

**Employment Status:** Full-time exempt

**To apply:** Send a meaningful cover letter, resume, and contact information for three references to [scrantonlibraryhr@scrantonlibrary.org](mailto:scrantonlibraryhr@scrantonlibrary.org) on or before Thursday, September 15<sup>th</sup>, 2022.

**Disclaimer:** *Nothing in this job description restricts the E.C. Scranton Memorial Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the E.C. Scranton Memorial Library's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

*The E.C. Scranton Memorial Library is an equal opportunity employer and does not discriminate as to age, race, color, creed, marital status, national origin, sexual orientation, disability, or other protected status under state and federal laws.*