Head of Adult Services Description
January 13, 2020

The Mahwah Public Library seeks an enthusiastic and forward-thinking professional to lead a dynamic and dedicated Adult Services team. Our ideal candidate demonstrates a strong interest in and experience with programming, collection management and services for adults. In addition, they should possess a passion for working in a team-based and customer-focused environment that strives to provide top-notch services to the community at large.

This position will play a critical role in shaping the future of adult services at the Library and require high-level decision-making in regards to exemplary customer service, programming, collection management, and community engagement.

Essential Duties and Responsibilities

- Inspires, motivates and leads staff through effective communication and embracing change.
- Collaborates with the management team on preparation and implementation of Library-wide programming, services, policies and initiatives.
- Collaborates with adult services staff to develop and execute innovative programs, collection management strategies and services that anticipate and address community needs.
- Collaborates with the marketing team to promote Library use, highlighting programs, collections and services for adults.
- Develops and strengthens community relations; serves as a liaison to local organizations serving adults; coordinates on & off-site visits.
- Represents the Library on adult services committees and serves as the authority on adult service; attends professional development events via BCCLS, NJLA and other agencies
- Coaches, mentors, schedules and evaluates staff with the goal of continuous improvement.
- Collects and analyzes data to write reports with actionable recommendations for improving services.
- Assists in the development of library-wide policies, procedures and strategic plans.
- Oversees the day-to-day operations of adult services.
- Performs reference assistance and reader’s advisory.
- Assists in other departments and at desks when needed and other duties as required.
• **NOTE:** The examples of work for this position are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

### Essential Competencies

- Able to see the big picture and promote library-wide consistency and excellence of adult services.
- Exemplary leadership skills to create and maintain a high-level of customer satisfaction based on the needs and interests of the community.
- Ability to establish and maintain effective working relationships with co-workers, associates, regional library staff, trustees, policy makers, and partner organizations.
- Ability and demonstrated experience in planning, developing, administering, and evaluating inventive staff and public services, programs & community relations.
- Superior knowledge of adult literature in order to both develop outcome-oriented collection management strategies and assist with reader’s advisory.
- Ability to analyze, interpret and implement the rules, regulations, policies, and procedures of the Library; friendly, flexible, positive and willing to work with customers and staff to successfully resolve problems.
- Extensive and creative technical skills, including good command of standard office software, social media, Internet searching, and use of library information technology.
- Strong interpersonal and conflict resolution skills; creative problem-solving attitude.
- Desire to work in a team-based, customer-centric environment; flexibility to assist other public service desks or departments.
- Capable of effectively presenting information to executive management, public groups and boards of directors.
- Strong communication, writing and speaking skills. Fluency in English is required; a second language is preferable.

### Education and/or Experience

- A Master’s Degree in Library Science from an ALA-accredited university or equivalent.
- Four years of progressive experience in working with adults in a public library or similar setting. Two years of supervisory experience strongly preferred.
- Appointees are required to possess a valid New Jersey license as a Professional Librarian.
- The New Jersey First Act, N.J.S.A. 52:14-7 (L. 2011, Chapter 70), requires employees of all public employers to reside in the State of New Jersey unless otherwise exempted under the law.

### Work Environment

- Duties are performed in an indoors office environment. This position requires extended periods of standing, walking, sitting, and talking or hearing. This position requires occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling,
crouching, or crawling. Weights up to 40 pounds may be encountered. Vision requirements include close vision and ability to adjust focus. Must be able to transport oneself to work-related meetings, workshops, conferences, etc., as needed. Persons with mental or physical disabilities are eligible as long as they can perform essential functions of the job with or without reasonable accommodation. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.