



Job Title: **Teen and Adult Department Head**
Department: Teen and Adult Services
Reports to: Assistant Director of Public Services
Supervises: Teen and Adult Services Assistant Department Head, Teen and Adult Services Librarians
FLSA Status: Exempt
Pay Grade: 9
Job Classification: Manager III
Certification Required: Indiana State Library Librarian Certification Level 2

OVERVIEW:

The Hussey-Mayfield Memorial Public Library has a long history of providing innovative, life-enriching services to the growing communities of Zionsville and Whitestown, Indiana. Our staff embraces cutting-edge technologies, develops modern amenities, and offers personalized, up-to-date services. We promote collaborations and foster knowledge and entertainment throughout the community.

We are an Equal Opportunity Employer.

JOB SUMMARY:

The Teen and Adult Services Department Head is responsible for the supervision of staff and operations of the Teen and Adult Services Department and contributes to the development of the Library as a part of the management team.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Staff Supervision and Development:

- Manages the daily operations of the Teen and Adult Services Department, including setting workflow priorities, maintaining morale, and ensuring compliance with Library policies and procedures.
- Provides leadership in resolving issues.
- Develops and maintains Teen and Adult Services Department operations and focus consistent with organizational direction and goals.
- Supervises employees, including providing direction, scheduling, approving time sheets and time off requests, managing and documenting performance, and conducting evaluations.
- Develops employees through training, coaching, and providing regular feedback and support.
- Hires, trains, and provides orientation to new employees to the department.
- Plans and leads staff meetings/trainings to include software upgrades, procedures, policies, and other topics as needed.
- Effectively manages department, patron and personal work emails by replying to requests in a timely manner.

Patron Assistance:

- Provides excellent customer service and cultivates a patron-focused culture within the department.
- Covers reference desk. Conducts reference interviews and readers' advisory. Keeps knowledge current of collection, events, and processes of the Library as a whole.
- Resolves patron complaints/issues.
- Oversees the development and implementation of innovative programming.
- Markets library materials, collections, and services.
- Seeks and promotes engagement with community organizations and agencies.

Organizational Support:

- Adds value as a key member of management; understands the profession, service recipients, organization and its strategy.
- Works with the management team to update and develop policies and procedures.
- Identifies/addresses library and community needs.
- Develops innovative library initiatives and contributes to strategic planning.
- Organizes and attends various Library management meetings and committee meetings to facilitate communication and cooperation throughout the Library.
- Monitors the department budget and credit card purchases to ensure the department stays within guidelines.
- Provides input to the Executive Director on the budgetary needs of the Department.
- Participates in the ongoing development, implementation and evaluation of the Library's Strategic plan.

Professional Development:

- Participates in professional conferences, workshops, and training opportunities.
- Reads professional journals, blogs, and library-related professional literature and listservs.
- Maintains Indiana Public Librarian certification at or above required level.

NON - ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Prepares and monitors monthly, quarterly and annual statistics relating to the Teen and Adult Services Department.
- Assists with the development of Library-wide training and events.
- Creates standard operating procedures.
- Prepares grant requests.

The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. There may be other duties as assigned.

EDUCATION, WORK EXPERIENCE REQUIREMENT AND PREFERENCES:

- Required: Masters' Degree in Library Science from an ALA Accredited University.
- Required: Indiana State Library Librarian Certification Level 2.
- Required: Proficiency in Windows and Microsoft Office Suite (Word, Excel, PowerPoint and Publisher).
- Required: The ability to quickly learn and/or adapt to new software and technology.
- Required: Minimum of 3 years of professional library experience.
- Preferred: 2-4 years of supervisory experience.

PHYSICAL DEMANDS:

- **Rarely:** climbing, crawling, sitting for extended periods.
- **Occasionally:** driving, lifting items 15-20 lbs.
- **Frequently:** reading, writing, standing, sitting, walking, squatting, bending, pushing, and pulling.

The job candidate must be able to perform each essential function satisfactorily, either with or without a reasonable accommodation.