

**NOTICE OF POSTING**  
**POSTING DATE: 11/15/16**  
**CLOSING DATE: 12/13/16**

**Recruitment of external applicants is underway concurrent with this posting.**  
**Resumes and letters of interest can be submitted via email to [employment@cambridgema.gov](mailto:employment@cambridgema.gov).**  
**Cambridge residents are especially encouraged to apply.**

**POSITION & DEPARTMENT:** Manager of Adult Services  
Cambridge Public Library/ Main Library Adult Services Department  
**JOB CODE/POSITION #:** M416-701

**CIVIL SERVICE:** Not subject to civil service rules and regulations

**HOURS OF WORK:** 37.5 hours per week, including at least one evening shift per week and a Saturday rotation. Any other weekend hours as necessary.

**UNION AFFILIATION:** None

**DUTIES & RESPONSIBILITIES:** The Manager of Adult Services is a senior leadership position with responsibility for directing a department of the Main Library and acting as an advisor/consultant for his/her service area specialty to other library units. As head of the Adult Services Department, this librarian establishes the priorities and sets the tone for the Department in providing personal, accurate, innovative and relevant informational services to library users, and in developing collections, programs and services to respond to community needs.

Develops, implements, and evaluates adult services for the public with a focus on outreach and innovation and creates effective policies and procedures for the Adult Services Department. Manages the department in a manner that supports the overall goals of the Library. Ensures staff deliver the highest quality service at three important locations: the Research Desk, the Question and Answer Desk, and the Information Commons. Additionally oversees Seniors & Homebound Services and the Cambridge Room.

- Provides the highest quality information and reader's advisory services to the public
- Provides strong leadership and vision for adult services. Delivers skilled and effective management to the Department:
  - Recommends and initiates new services and technologies and phases out obsolete ones
  - Ensures broad staff participation in devising and achieving departmental goals
  - Creates an atmosphere where initiative, personal responsibility, and team work flourish
  - Oversees development of relevant, strategic programs and displays for the public
  - Ensures staff desk coverage is adequate, efficient, and equitably assigned
  - Conducts regular staff meetings and ensures content is recorded and shared
  - Maintains accurate and current written policies and procedures for the Department
  - Manages the Adult Services Department's budget effectively
  - Resolves customer complaints/issues
  - Creates and maintains vibrant reference collection in print and online
  - Works collaboratively with the Manager of Innovation and Technology to deliver cutting edge services, programs and resources to the community
- Supervises and evaluates staff:
  - Encourages staff to be forward-thinking and to embrace change
  - Models outstanding customer service
  - Provides regular feedback and support to individual staff members and mentors staff
  - Evaluates performance of professional and paraprofessional staff annually
  - Addresses and documents performance issues in a timely manner
  - Trains staff and encourages staff to take advantage of development opportunities
  - Aids in the recruitment and participates in the interviewing of prospective staff
  - Creates and implements effective departmental training for new staff
  - Ensures a high level of productivity among Adult Services team members

- Maintains high morale
- Contributes positively to the public relations efforts of the Library
- Participates in the selection of new materials for the research, online, and circulating collections
- Functions as a member of the leadership team of the Library, including serving on committees, representing the Library at professional meetings, and supporting CPL's strategic direction and plan
- Any other duties required for the good of the Department and the Library

**MINIMUM REQUIREMENTS:** A Master's Degree from an ALA accredited school of library science required. A minimum of five years of successful professional work experience, at least three of which have been in a position of supervisory/managerial responsibility or any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the work.

Proven organizational and managerial skills necessary to evaluate staff, to set goals with staff, to implement progressive disciplinary action when needed, to motivate staff, to maintain morale, to provide direction, and to support organizational goals. Ability to manage professional and paraprofessional staff, both full time and part time, in an active, fast-paced major service area. In-depth, current and broad knowledge of professional librarianship. Ability to handle multiple activities or interruptions at once, to work independently, and to meet deadlines. Thorough knowledge of current reference and reader's advisory services and tools. Extensive experience in the implementation and utilization of online information resources, social media, and emerging computer technologies. Proven ability to lead through times of change and to embrace new services and technologies. Collection development and merchandizing experience. Mental curiosity, resourcefulness, good memory, attention to detail, maturity and decisiveness, commitment to outstanding customer service. Ability to communicate, both orally and in writing, effectively, patiently and courteously with supervisors, library staff, and the public. Ability to work with enthusiasm and initiative, a cheerful disposition, and a willingness to work harmoniously with others, both library users and library staff. Adaptability and dependability to work well in a team situation and flexibility during emergency staffing situations. Ability and willingness to work effectively and cooperatively within a large library system. Relishes working in a diverse environment. Ability to analyze and creatively solve problems. Enthusiasm for successful and efficient change. The ability to adapt to new situations. Capacity to contribute positively to the culture of the Cambridge Public Library.

**PHYSICAL DEMANDS:** Physically able to operate a variety of technical equipment such as computers, tablets, printers, AV equipment, and e-readers; Ability to stand or sit for extended periods of time to use computer workstations, including keyboard and visual display terminal; Strength to push or pull a loaded book cart which can weigh in excess of 100 pounds on level floor and up ramp, to lift or maneuver onto cart loads of up to 50 pounds, and to carry cartons of books; Must be able to pay close attention to details and concentrate on work; Sufficient clarity of speech and hearing or other communication capabilities which permit effective communication; Sufficient vision or other powers of observation to permit employee to read books and patron requests; Sufficient manual dexterity which permits the employee to type and record library files; Sufficient personal mobility and physical reflexes which permits the employee to re-shelve library materials and work at public service desks; Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT:** Works in assigned area, including office areas, training rooms, library locations, as necessary; Normal office exposure to noise, stress and interruptions; Attends and participates in continuing educational programs designed to keep abreast of changes in profession.

**RATE:** \$74,328 - \$89,110 per year + excellent benefits

**APPLICATION PROCEDURE:** Internal applicants submit a job bidding form and **2 copies** of both your resume and letter of interest; external applicants submit both your resume and letter of interest **by 5pm** on the closing date via email to: [employment@cambridgema.gov](mailto:employment@cambridgema.gov) or to Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312

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