

CITY OF MARLBOROUGH

Marlborough, MA 01752

PUBLIC LIBRARY Head of Adult Services and Technology

Posting Number: AA#24-10	Date Posted: March 8, 2024
Weekly Hours: 40 Hours/Week	FLSA: Exempt
Hiring Rate: \$29.31 - \$29.89 hourly rate	Bargaining Unit: Non-Union
Step Rate: \$29.31 - \$33.01 hourly rate	Location: 35 W Main St, Marlborough

The City of Marlborough is seeking to fill the full-time (40 hours a week) position of Head of Adult Services and Technology.

Under the supervision of the Library Director, directs and supervises all activities of the Adult Services Department and available technology in the library. Actively promotes and provides exemplary programming and services for adults in a vibrant, multi-cultural community.

Specific Duties include:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Supervises the Adult Services department which includes Programming and Outreach librarian and Part-Time Reference Librarians. Responsible for service outcomes at the 1st floor Information Desk. Promotes and provides exemplary customer service to patrons and staff. Provides positive and proactive reference and information services for patrons, using a variety of resources in both print and electronic formats. Responsible for the overall suite of digital resources and services. Plans and executes marketing, materials for programs, and services as they related to the Adult Services department. Including but not limited to: technology classes, exam proctoring, and one-on-one technology help. Works with IT Department to maintain and enhance library technology, including managing users and equipment, documenting existing systems, serving as liaison to IT Department and technology vendors (such as CW Mars Library Network and various database vendors). Monitors computer problems, fixes, responds, or escalates as needed. Assists with the Library's website, social media, email newsletter, and other platforms. Oversees with collection management for the adult collection which includes selecting materials and maintaining the collection with weeding and shelf reading. Oversees reader's advisory services for adults. Oversees community use of the library study rooms and technology within. Develops technology competencies for staff and manages staff training of library technology. Investigates the viability of emerging technologies and stays abreast of trends in libraries. Serves as a member of the library supervisory team. Helps promote library services outside the library through community outreach initiatives. Explains library policies and procedures. Covers for other departments as necessary or assigned. Follows safe work practices. Other projects as directed or assigned.

Education, Training, and Experience:

Master's in library science from an accredited program. 1-3 years of public library experience. Prior supervisory experience desirable.

For a complete job description, [Head of Adult Services and Technology](#)

Please forward cover letter and resume to:

Human Resources Department

hrjobs@marlborough-ma.gov

Deadline for applicants: **Open Until Filled**