

# Neighborhood & Adult Literacy Manager

## Springfield City Library

City of Springfield  
Springfield, MA

- Full-Time
- [APPLY](#)

### Position Purpose/Summary

Responsible for the implementation and oversight of adult literacy and basic education programs throughout the library system. Responsible for administrative and professional work in the management of personnel, services, and operations of adult literacy programs and branch teams. Work is performed with professional independent administrative judgment in accordance with the policies and objectives of the Library Department, with review by the Library Director through reports and conferences. Supervision is exercised over other employees as assigned

### Essential Functions

- Establishes goals and objectives to best serve the community within the overall policies of the Springfield Library system. Provides feedback and makes suggestions concerning system-wide goals, objectives and activities.
- Devises strategy, plans, develops, and implements adult literacy and basic education programs and projects; works with teaching staff to select and develops new literacy programs to meet evolving community needs and goals. Oversees curriculum development to ensure compatibility with state and other accepted standards for adult basic education.
- Plans, develops and implements programs, events and services to meet the needs of assigned neighborhoods.
- Working in collaboration with the Manager of Technical Services and Collections Development, analyzes branch collection circulation trends and makes appropriate recommendations of new or replacement materials; removes outdated or unused materials. Develops library-wide Adult Basic Education collections by identifying changes and trends in national, statewide, and local learning initiatives and test-taking, such as GED/HiSet, MCAS, and US Citizenship, including purchase of print and electronic materials
- Evaluates the services, programs, methods and practices used in the branch and adult literacy program; determines adequacy; modifies or adapts services to meet new or unusual patron requirements within the limits of established policy; and prepares and submits appropriate reports to the Library Director.
- Provides patron assistance at the reference or circulation desks as required.
- Trains, directs, assigns and checks the work of subordinates on organization policies and procedures, methods and practices, standards of performance, and other matters affecting their work. Detects substandard performance and takes corrective action within the limits of established Library policy.
- Trains, supervises, and evaluates adult education teachers and oversees the use of volunteers.
- Oversees the recruitment, interviewing, referral, placement, and assessment of adult learners.
- Evaluates performance of staff members, maintains good personnel relations and consults with supervisor regarding personnel or other matters affecting team members.
- Oversees and participates in adult and/or children's services in assigned areas. May oversee and participate in system-wide adult and/or children's activities, such as school visits, summer reading club, book discussion groups, and outreach activities.
- Monitors building repair or maintenance needs, and submits requests to appropriate authority.
- Represents Library within the community to various agencies, businesses, adult education coalitions, and citywide groups. Coordinates adult literacy program's collaborative relationships with other community services for planning, awareness, and referral purposes.
- Writes grant proposals to fund projects or programs.
- Keeps abreast of developments and technological advances in the library and adult education fields, current events, popular reading interests, and other issues necessary to maintain awareness of

public information needs. Conducts informational training of other personnel to increase awareness of methods and procedures.

- Performs related work as required.

#### Knowledge, Skills, and Abilities

- Demonstrated ability to plan, assign, coordinate and supervise the work of a library department.
- Extensive knowledge of library programs, functions, operations, policies and procedures.
- Thorough knowledge of rules, regulations, laws, and ordinances governing the work performed.
- Thorough knowledge of the practical application of relevant computer software and hardware.
- Ability to assemble, develop, evaluate, and analyze data in special administrative areas and to make recommendations affecting policies and procedures based on this work.
- Ability to plan, assign, supervise and review the work of subordinates.
- Ability to make independent work decisions in accordance with governing policy, law, rules, and regulations.
- Ability to establish and maintain effective working relationships with administrative officials, team members, and the general public.
- Ability to express oneself clearly and concisely orally and in writing.

#### Education and Experience

- Bachelor's degree plus completion of a Master's degree in Library Science and/or a Master's degree in Education.
- Minimum of five years library or education experience, or a combination of the two, with some experience in supervision or management.

City of Springfield

**Address**

Springfield, MA  
01103 USA