Job Description

Position Title: Youth Services Department Manager

## Classification: K

Supervisor Title: Executive Director

FLSA Status: Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the direction of the Executive Director, this position facilitates superior library service through administration of the Youth Services Department, overseeing collection management, reference and information services, readers’ advisory, programming, and operating procedures.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  MLIS) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, facilitating groups in meetings and programs.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, maintaining and organizing digital files, and instructing and training others to use technology.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, planning for long term tasks, and managing time independently.
* **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources and instructing others to access and use library resources.
* **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
* **Instruction and Facilitation** includes instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
* **Core Library Tenets** include understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.

1. Thorough knowledge of general library philosophy, including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities
2. Thorough knowledge of the reading interests and curriculum related information needs of children, teens and their caregivers.
3. Working knowledge of budget preparation, administration, project planning, and supervisory methods and techniques.
4. Working knowledge of integrated library systems as well as other library applications relating to Youth Services.
5. Five years experience in a public library.
6. Three years supervisory experience.

## ESSENTIAL FUNCTIONS

1. Oversees collection management, programming, and services for the Youth Services Department including ensuring the budget is being met and that all staff understand their roles and responsibilities in providing materials, programs, and services to meet patron needs.
2. Hires, trains, coaches, schedules, disciplines, evaluates, and supervises assigned staff; coordinates and monitors work flow to determine staffing needs.
3. Develops strategic goals, processes, and procedures for the Youth Services Department.
4. Prepares and maintains departmental records, statistics and reports.
5. Serves as Person in Charge by interpreting and implementing library policy and working closely with the security monitor to resolve issues.
6. Actively participates in the management team and management team initiatives by attending department managers and all staff meetings and serving as a liaison between other managerial staff and department staff.
7. Contributes to planning and goal setting processes for the entire library.
8. Provides reference and advisory service to patrons utilizing electronic and print resources.
9. Participates in appropriate local, state and national organizations.
10. Participates in relevant training, continuing education and/or staff development.
11. Performs other duties as assigned.

WORK ENVIRONMENT

Work is routinely performed in a busy indoor space with children and their caregivers. There are occasional visits to other organizations and outdoor events. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Noise level may vary from quiet to loud. Some remote work may be available. The employee is required to work evening and weekend hours.

PHYSICAL REQUIREMENTS

1. Constantly operates a computer and other office machinery, such as printers and paper cutters.
2. Constantly communicates with staff and patrons.
3. Constantly discerns items near and far.
4. Frequently positions self to assist patrons with activities, programs, and retrieving materials.
5. Frequently handles and inspects materials.
6. Frequently retrieves materials from shelves.
7. Frequently moves about building to assist patrons.
8. Frequently transports materials weighing up to 35 lbs. via carts.