

Head of Youth Services

Summary

Under the general supervision of the Library Director, the Head of Youth Services is responsible for managing the daily operations of the youth service area and staff. Other responsibilities include programming and outreach to children and teens, maintaining a friendly and relevant environment in the department and advocating for youth services to the community.

Essential Duties and Responsibilities

- Manages operations of the Youth Services Department
- Creates a welcoming, pleasing, creative, vibrant, and dynamic space for children, parents, teachers, and caregivers
- Plans and presents engaging and age-appropriate Summer Reading Program
- Schedules, trains, manages, and evaluates youth staff; conducts department meetings as needed
- Oversees the development and implementation of all programs and outreach efforts for youth ages 0-18
- Selects and maintains youth material collections
- Develops youth-oriented content for website and social media outlets
- Provides reference and reader's advisory service
- Generates a monthly report for the Library Director to share with the Board
- Assists patrons in location of materials in the youth services collection
- Effectively resolves patron matters and addresses behavior issues in a timely, tactful manner
- Promotes a service-oriented outlook amongst staff
- Accurately performs various record keeping tasks
- Cultivates and maintains relationships within the community to promote and strengthen Youth Services
- Develops and implements initiatives for expanding library services to youth
- Keeps current with library policies and procedures
- Enthusiastically and energetically advocates for youth services
- Actively pursues self-development in library services and programming for youth
- Attends workshops, conferences, and reads professional literature to stay informed on issues related to youth library services and creative learning activities
- Works the Youth Services Desk on a regular basis
- Serves as a part of Library Management Team
- Various duties as assigned

Knowledge, Skills and Abilities

Able to effectively develop relevant, engaging customer-centered programs for youth and families

Able to effectively supervise staff in general with considerable ability to plan, organize, train, evaluate, and direct the activities of youth services staff

Keeps current on established library policies and procedures and applies them fairly, evenly, and consistently and exhibits the ability to effectively interpret and implement policy and procedure

Able to maintain confidentiality of library records and administrative matters; and upholds ALA Code of Ethics and Library Bill of Rights

Able to provide customer service to the public in a quick, friendly, and accurate manner

Establishes and maintains effective working relationships with staff, patrons, and others in the community; and presents a positive image of the library

Ability to equally engage youth of all abilities and backgrounds with a patient, enthusiastic, and genuine demeanor

Able to maintain a neat and clean personal appearance and conduct oneself in a professional manner

Able to work courteously and effectively in teams

Able to handle multiple activities or interruptions at once and prioritize work tasks prudently and independently or while working in a team environment

Contributes new ideas, offers solutions to problems and suggests improvements

Proficient in the use of computers, mobile devices and standard office technology and equipment

Able to adapt to change in general and to adjust to workplace interruptions and disruptions of daily routines

Able to effectively engage with youth individually and in groups

Exhibits the ability to complete tasks accurately within a reasonable timeframe

Able to speak and write clearly and effectively and possesses strong active listening skills and the ability to understand and accurately follow directions; listens to other and seeks to understand their perspective; communicates effectively throughout entire organization

Possesses reliable transportation and driver's license to perform offsite duties as needed

Working Conditions

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms and access and retrieve books, periodicals and other materials that vary in weight, size and shape and may be located at heights ranging from floor level to over six feet. The employee must lift or push/pull objects of up to 25 lbs. without assistance. Accommodations will be made, as needed, for library employees required to lift or move objects that exceed this weight.

Education, Experience, and Training

- Bachelor's Degree in Education, Library Science, or related field required
- ALA accredited Master of Library Science preferred
- Experience working with youth
- Supervisory experience

Position Hours and Wage

The Head of Youth Services works 35 hours per week. This position is required to work evenings and weekends. The pay range for this position is \$18.26-\$21.51 per hour. Starting pay is based on education and experience.