

Head of Youth Services

General 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, tweens, and teens, maintaining a friendly and relevant environment in the department, and advocating for youth services to the community.

The Head of Youth Services works 35 hours per week. This position is required to work evenings and weekends. Starting pay is \$18- \$20 per hour, depending on education and experience.

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 an 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 0-17.
- Selects and maintains youth material collections.
- Provides reference and reader's advisory service.
- Generates a monthly report for the Library Director to share with the Board.
- Assists patrons in locating 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.
- Develops youth programming and sends relevant information to the Programming Coordinator.
- 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 issues related to youth library services and creative learning activities.
- Works the Youth Services Desk on a regular basis.
- Serves as a part of the Library Management Team.
- Various duties as assigned.

Performance Standard

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the American Library Association's code of ethics. Employees are expected to lead by example and demonstrate the highest level of integrity.

Required Knowledge, Skills, and Abilities

- Bachelor's Degree in Education, Library Science, or related field required.
- Master of Library Science from an American Library Association accredited library school preferred.
- Experience working with youth.
- Supervisory experience.
- Able to effectively develop relevant, engaging customer-centered programs for youth and families.

- Able to effectively supervise 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 possess strong active listening skills and the ability to understand and accurately follow directions; listens to others and seeks to understand their perspective; communicates effectively throughout the entire organization.

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

Physical Demands/Work Environment:

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 and arms to 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.

Some tasks require perceiving and discriminating sounds and visual cues or signals.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.