Youth Services Manager
Position Description

SUMMARY

Under the general supervision of the Library Director, the Youth Services Manager is responsible for managing the daily operations of the youth service area and staff. Other responsibilities include programming and outreach to youth, particularly teens, reader’s advisory, maintaining a friendly and relevant environment in the department, and advocating for youth services to the community at large.

REPORTS TO

Library Director

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage operations of Youth Services department
- Oversees the development and implementation of all programs and outreach efforts for youth aged 0-18
- Develop and maintain a working knowledge of Youth Services collections
- Actively and creatively market the youth services collection
- Develop youth oriented content for website and social media outlets
- Maintain youth services collections
- Advise Technical Services Manager in selection of Youth Services materials
- Create library promotional materials and displays
- Assist patrons in locating materials in the youth services collection
- Effectively resolve patron matters and address behavioral issues in a timely, tactful manner
- Promote a service-oriented outlook amongst staff
- Provide general reference, reader’s advisory, technology, and local history/genealogy assistance to all patrons
- Keep informed about library programs and events and assist with the promotion of programs and events to the public
- Accurately perform various record keeping tasks
- Prepare reports as required indicating current progress and anticipated future needs in Youth Services
- Assist in the selection of staff for employment
- Keep current with library policies and procedures
- Cultivate and maintain relationships within the community to promote and strengthen Youth Services
- Enthusiastically and energetically advocate for Youth Services
- Develop and implement initiatives for expanding library services to youth and associated community groups
- Support and contribute to overall library mission
- Serve as part of Library Management Team and Programming Committee
- Perform basic bookkeeping functions
- Cover the schedule for absentee Youth Services staff
- Participate in the Indiana library community by membership on committees, conference attendance/planning, and other collaborative efforts in addition to affiliating with relevant national professional organizations
- Participate in at least two approved community events per year
- Various duties as assigned

**SUPERVISORY RESPONSIBILITIES**

This position supervises Youth Services Library staff.

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

Possesses comprehensive knowledge related to youth popular culture, literature, media, educational, and technological trends in addition to showing the initiative to continually develop one’s knowledge of these areas;

Able to effectively supervise staff in general with considerable ability to plan, organize, train, evaluate, and direct the activities of Youth Services staff in particular; promptly communicate to Youth Services staff procedural changes in the library;

Proficient in the use of computers (ie. Microsoft Office programs, Evergreen Indiana ILS, internet searching) and standard office technology and equipment (printers, scanners, copiers, etc.);

Possesses a reasonable level of typing proficiency;

Possesses a reasonable level of comfort in the use of mobile devices, particularly in relation to providing library services and digital materials access;

Understands the role of social media in society and is able to effectively leverage social media to promote the library and its services;

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 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;

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 or while working in a team environment;
Able to learn quickly and apply new information quickly and accurately, especially in relation to various technologies and services (i.e. various mobile devices, library services, library equipment, etc.);

Contributes new ideas, offers solutions to problems, and suggests improvements;

Actively searches for new assignments, tasks, and responsibilities. Seeks opportunities to expand knowledge, skills, and abilities;

Exercises sound judgment and exhibits good problem solving skills; is able to work well with minimal supervision;

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 complete work tasks accurately and neatly and of a quality that meets library standards. This includes accuracy related to cash handling (i.e. counting, recording, returning change, etc.);

Able to perform basic bookkeeping functions;

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 others and seeks to understand their perspective; communicates effectively throughout entire organization;

Able to lift up to ten pounds overhead and to bend low to reach materials on lower shelves;

Possesses reliable transportation to perform offsite duties as needed.

**WORKING CONDITIONS**

Work is primarily performed in an office environment. Work is in an active environment with frequent walking, standing, kneeling, bending, jumping, crawling, sitting on the floor, and occasionally dancing. Able to safely carry items or maneuver book carts weighing at least 10 pounds. Position is expected to participate in decorating the library in a creative manner including scaling ladders and other tasks necessary to accomplish that goal. Periodic travel offsite is required.
EDUCATION, EXPERIENCE, AND TRAINING

- Bachelor’s degree from an accredited college or university is required.
- ALA accredited Master of Library Science Degree is required along with completed coursework in materials for youth.
- Experience working with youth in a youth services department of a public library or parochial/public school library or comparable relevant experience required.
- Supervisory experience preferred, but not required.

LICENSE AND CERTIFICATION REQUIREMENTS

Ability to acquire a Librarian Certificate 3 (LC3) as described by Librarian Certification Administrative Rule 590 and the Indiana Public Library Certification Manual.

Position requires a valid Indiana driver’s license and current auto insurance policy.

Background investigations are required. However, a criminal history will not necessarily preclude an individual from consideration for a position or from continuing employment.

POSITION HOURS

The Library anticipates that this job will require at least 40 hours per week. Position requires applicant to have open availability in order to successfully work a varied schedule which includes evenings, weekends, and Sundays.

Position is exempt from the requirements of the Fair Labor Standards Act.

SALARY INFORMATION

Position is classified as a Grade 105 on the Library’s salary schedule.

Annual salary: $24,960-$45,760