

JOB SUMMARY

The Youth Services Manager reports to the Library Director and manages the day-to-day operations of Youth Services Department. This position manages the youth services staff, oversees development and maintenance of the Youth Services collection, administers library programs with a focus on youth, promotes library services to the community, acts as the library's volunteer coordinator and participates in the day-to-day operations of the library.

MAJOR DUTIES / ESSENTIAL FUNCTIONS

The following list identifies the principal duties of this position, but it is not exhaustive. Other duties may be required or assigned.

- Administer and oversee the Youth Services Department. Hire, train, schedule, coordinate work assignments, supervise, evaluate and discipline assigned staff. Author policies and procedures as needed. Communicate official plans, policies, and procedures to staff and public.
- Serve as a member of the administrative team to ensure the smooth operation of the library. Serve as Librarian-in-Charge when required. Develop feasible, realistic solutions to problems or questions. Address problems and concerns in a timely manner. In consultation with the Library Director, implement changes or improvements in library operations.
- Provide high quality, approachable customer service to patrons via various communication methods, including in-person, phone, email, online chat and text, with a focus on reference, technology and readers' advisory. Maintain confidentiality in all interactions and communications with patrons.
- Select materials for purchase for assigned collection areas according to the Collection Development and Selection Policy. Maintain assigned areas by cataloging new materials and through the systematic evaluation of currently owned materials and their collections.
- Coordinate, organize, prepare and present programs to promote life-long independent learners and literacy in our community.
- Coordinate work assignments and supervise the work of volunteers as required.
- Prepare informational and promotional materials about library events and resources including press releases, flyers, displays, resource guides, calendars and newsletters in both print and non-print form.
- Plan long-range activities including evaluation, recommendation, and implementation of service improvements, collections, programs, technology, equipment and facilities. Review library programs and services on an ongoing basis. Recommend changes or new programs to implement that promote life-long independent learners and literacy in our community.

OTHER JOB DUTIES

- Maintain up-to-date knowledge of trends in library services by reading professional literature and participating in committees and continuing education opportunities.
- Use budgeted funds and materials effectively and efficiently.
- Prepare and maintain library statistics. Evaluate effectiveness of department activities and results of output measures.
- Follow and enforce library policies and procedures.
- Perform other tasks and projects as assigned.

EDUCATION AND EXPERIENCE

- Master's degree in Library and Information Science from an ALA accredited institution.
- Two (2) years recent experience in library operations required (public library experience preferred); with experience, knowledge, or training related to youth services.
- Excellent communication skills, strong customer service and supervisory skills required.
- One (1) year managerial or supervisory experience required. Two (2) or more years preferred.

REQUIRED KNOWLEDGE AND ABILITIES

- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors.
- Ability to work well with and relate to patrons of all ages.
- Ability to set priorities and manage time to complete tasks on time. Creatively and effectively make decisions based upon experience, knowledge, or training without supervision. Considerable ability to understand and follow written and oral instructions.
- Ability to maintain a working environment that sustains a high level of employee morale and productivity.
- Demonstrated experience managing library services, working with budgets, and providing library services to a variety of customer groups.
- Proven ability to adapt quickly to changing needs within the library environment.
- Advanced knowledge of current principles and practices of library operations, services and materials.
- Ability to understand library policies and procedures and apply them to library operations.
- Ability to maintain confidentiality.
- Competency and experience using and supporting current digital devices and software, including, but not limited to, Microsoft Office, the Internet, Adobe Software Suite, iOS and Android platforms and devices.
- Demonstrated ability to develop, market, publicize and promote library services to the public.
- Ability to gather statistics, analyze information and prepare reports.
- Ability to maintain a working knowledge of contemporary issues, trends and technology in library services by attending workshops, professional meetings and by reading current professional literature.
- Good oral and written communication skills.
- Proficiency with English grammar and spelling.
- Ability to calculate basic arithmetic problems without the aid of a calculator.

TOOLS AND EQUIPMENT

- Proven ability to use office technology including: Integrated Library Systems, email, the Internet, Windows and Mac operating systems, Microsoft Office, Adobe Software Suite, print management software, personal electronic devices including iPad, Kindle, Nook, iPhone, and Droid smart phones.
- Ability and willingness to learn how to use new technology as introduced and/or adopted.
- Skill in the operation of the following tools and equipment: automated materials handler, photocopier, printer, scanner, calculator, book truck, fax machine, cash register, audiovisual equipment, telephone, and new equipment as introduced and/or adopted.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands and fingers to reach and feel books or operate equipment and reach with hands and arms.
- Using hands to finger, handle or touch books, write, file, sort, shelve and keyboarding.
- Using hands and arms in handling, installing, positioning, and moving materials and manipulating things.
- The employee frequently is required to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist, and balance using legs and feet.
- The ability to exert muscle force to lift, push, pull or carry furniture for room set-up.
- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Ability to talk and hear.
- Close vision and distance vision are required.
- The employee frequently is required to lift and reach books above the shoulders.
- The employee must frequently lift or carry up to 50 pounds safely.
- The employee must occasionally push or pull: objects weighing 300-400 pounds, with mechanical and/or physical assistance.

LICENSES AND SPECIAL CONDITIONS

- Possession of a valid Wisconsin Driver's license is required.
- Must be able to maintain a regular work schedule and work evenings and weekends, sometimes with little notice.

SUPERVISION / ACCOUNTABILITY

- Under the direction of the Library Director, hire, train, schedule, coordinate work assignments, supervise, evaluate and discipline youth services staff and library volunteers.
- Accountable to the Library Director and in his/her absence the Assistant Library Director.

WORK ENVIRONMENT

Work is frequently performed in a library environment with a large volume of public interaction. Occasionally, work is performed in outdoor weather conditions. Employees will be exposed to dust. The noise level is usually quiet to moderate.

SELECTION GUIDELINES

As a non-union position, the selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, the verification of education and experience, oral interviews, and reference checks. Related tests may be required by the City. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. Prior to appointment, candidate may be fingerprinted and a record check made of local, state, and/or federal authorities before final approval.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revision History

Approved by the Library Board of Trustees July 12, 2018

November 30, 2018

December 10, 2020