



Coordinator of Youth Services & Outreach Services

Position Title: Coordinator of Youth Services and Outreach Services

Department: Administration

Pay Range: \$59,670 annually

Immediate Supervisor: Library Director

Position Summary: Responsible for implementing library policies, designing, directing, supervising, and evaluating an active public services program to meet the needs and expectations of the population in the FCDL service area in accordance with the goals and objectives established by the Library Board and Library Administration. Coordinates and directs public services for children and outreach communities and monitors the quality and effectiveness of existing programs and practices. The work requires that the employee have excellent judgment as well as excellent knowledge, skill, and ability in every phase of public librarianship. Is invested with making professional-level library technical decisions and assuming additional responsibility in the absence of the Library Director.

Education: MLS or MLIS with minimum five years in a public library setting, including a minimum of three years in youth services work with demonstrated successful progressive responsibilities.

Responsibilities: (not all-inclusive) all of the duties listed below are essential job functions for which reasonable accommodations will be made. All job requirements listed indicate the minimum level knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform any other job-related duties as requested by their supervisor subject to reasonable accommodations.

Essential Functions:

- Interpret and implement the Library's policies and procedures in a patron-responsive manner with a commitment to excellent customer service.
- Effectively use project management techniques to plan and implement new programs and services.
- Ensure that all customers have full access to library materials, resources and services.
- Ability to connect children and young adults with resources that encourage reading.
- Ability to deal with customer concerns efficiently and effectively, negotiating for successful outcomes with customers in difficult situations.
- Ability to direct collection development and maintenance by weeding and selecting titles and materials for the young adult and juvenile collection.
- Initiate, organize, and follow through on programs, services, and projects.
- Plan, organize, supervise, and evaluate the work of youth service staff and outreach staff.
- Participate in the hiring process of new youth service and outreach staff including interviewing, training, evaluating progress, disciplinary action, etc.
- Ensure that youth services and outreach services staff are responsive to customers in a consistent, friendly and professional manner.
- Establish and maintain effective working relationships with superiors, subordinates, associates, officials of other agencies, and the general public.
- Perform other duties as required.

Minimum Qualifications:

- Advanced knowledge of the elements of library operation and the ability to apply such knowledge to work performed.
- A strong public service orientation, excellent customer service skills and interpersonal skills to deal effectively with the public and staff.
- Knowledge of management principles and the ability to effectively supervise and direct subordinates.

- Familiarity with data collection in regard to assessing the community regularly and systematically to identify key changes in community needs, tastes and resources; keep abreast of current issues and trends and of pop culture for collection development purposes.
- Familiarity and appreciation of children's and young adult materials as well as general library materials, resource sharing and interlibrary loan.
- Familiarity and proficiency with current library technology and the ability to develop skills in the complex use of the library's automation system and other computer technology, software and automated library systems.
- Proficiency in Microsoft Office applications and Internet searching.
- Ability to operate and troubleshoot office equipment including information management tools and possess manual dexterity to operate the equipment (Windows applications, databases, etc.) and troubleshoot equipment when necessary.
- Ability to deal tactfully with personnel, visitors, vendors, government agencies/personnel, and the general public.
- Ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring and empowering teams of people to achieve department goals and objectives.
- Exhibit integrity and ability to maintain the confidentiality of library information.
- Demonstrate judgment sufficient to work independently, organize work efficiently, set effective priorities and make sound choices despite obstacles or resistance.
- Demonstrate dependability and punctuality.
- Ability to think analytically and develop new or revised procedures and workflow.
- Demonstrate a high level of attention to detail.
- Excellent verbal and written communication skills and the ability to follow oral and written instructions.

Specific Requirements:

- After an acceptable orientation period, possess a thorough understanding of the Library's policies and procedures and fully endorse the FCDL philosophy of public library service.
- Exhibit adherence to all personnel policies and procedures as established by the Board and library administration and provided for in the Union contract.
- Work with the Library Director and other staff to determine customer service priorities.
- Exhibit patience, tact, a cheerful disposition and enthusiasm as well as the willingness to handle difficult staff and situations.
- Serve as a resource person to the other staff in matters relating to all aspects of public library service.
- Look for ways to extend library service to individuals and groups presently not served.
- Ability to identify and interpret user needs by providing reference and readers' advisory services as well as computer, database and referral services and assisting patrons in material selection and interlibrary loan.
- Serve as a resource expert for educators and work with them to promote reading and to prepare teacher collections as needed.
- Assist and instruct youth in information gathering and research skills.
- Help to coordinate system wide programming for youth of all ages such as the summer and winter reading programs.
- Conduct library programs for youth (including the creation of plans and materials), booktalks, class visits and community library activities.
- Conduct parent and educator training on a variety of topics, including early literacy skills.
- Plan and creates booklists, bibliographies, displays and similar activities.
- Perform professional library duties in the selection, acquisition, organization and use of books, periodicals and materials as well as searching of databases and using online tools.
- Understand the importance of connecting customers to popular and recreational reading and the ability to assist them in choosing materials.
- Possess thorough knowledge and understanding of ordering, shipping and materials processing requirements.
- Possess thorough understanding of parameters for weeding a collection and disposition of obsolete materials.
- Demonstrate thorough knowledge of resources for the selection and evaluation of both print and electronic materials and apply criteria for evaluating the content and artistic merit of youth materials.

- Engage in activities to increase community awareness of library resources such as conducting tours, preparing bibliographies and displays, and contacting schools and other organizations. Attend and participate in community activities and events.
- Promote library programs and services on the library web page and social media outlets.
- Recommend policies which impact public service and draft various procedures and forms to accommodate new and revised policies.
- Prepare reports and collect data as assigned.
- Keep the Library Director informed of any issues as they affect the successful operation and public perception of the library.
- Provide information and training to staff members regarding library policies and procedures, departmental operations and services, job enhancements, and job-related technologies.
- Ensure effective, fair and timely evaluation of youth services and outreach services staff and maintain proper personnel records.
- Foster an environment based on integrity and high ethical standards.
- Conduct regular staff meetings and training sessions; monitor workload of staff; and facilitate completion of tasks. Seek staff input.
- Cooperate to meet all fiscal requirements and standards as established by the Financial Department and demonstrate the ability to track expenses against budget.
- Cooperate with the Building Services Manager to insure a safe and comfortable working environment for staff.
- Report problems and/or concerns regarding maintenance and janitorial services to the Building Services Manager for resolution.
- Participate in professional library organizations at the state level and assist with presentations and information sharing whenever possible.
- Keep current on technical advances, innovative services and practices through professional readings, listservs, etc.
- Take advantage of opportunities for professional growth and development to enhance performance and multifunctional skills.
- Routinely act as Supervisor-on-Duty.
- Oversee opening and closing procedures of the Library.
- Subject to work beyond normal working hours, including evenings and weekends, as well as holidays when necessary.

Working Conditions

- Due to direct access to Library credit card accounts, control over Library systems and possession of building master key, is subject to criminal and credit background checks.

APPLICATION PROCEDURE: Submit resume and three business references to the Fairfield County District Library c/o Marilyn Steiner, Library Director, 219 N. Broad Street, Lancaster, Ohio 43130 or by email to msteiner@fcdlibrary.org by Saturday, July 15, 2017.