



Job Description

<i>POSITION TITLE:</i>	Youth Services Manager
<i>CLASSIFICATION:</i>	Manager
<i>REPORTS TO:</i>	Assistant Director
<i>DIRECT REPORTS:</i>	Youth Librarians, Youth Associates, Homework Help Center
<i>SALARY RANGE:</i>	R21 – Starting at \$28.94/hr
<i>STATUS:</i>	Full-Time, Exempt

SUMMARY OF RESPONSIBILITIES

The Youth Services Manager has the responsibility for implementing library policies, designing, directing, supervising, and evaluating an active youth services program to meet the needs and wants of the youth population of the Westerville Public School District in accordance with the goals and objectives established by the Library Board and Library Administration.

RESPONSIBILITIES

- Develop, publicize, and implement a regular schedule of culturally and intellectually diverse life-long learning opportunities and events for children birth-18 which encourage reading, viewing, listening and the use of library facilities and materials.
- Envisions, interprets and anticipates community needs and develops programs and services for the youth population of the district.
- Supervises the Youth Services staff in the provision of quality library service and solves library related problems.
- Allocates to staff members specific work assignments and responsibilities pertaining to departmental operations and services.
- Interviews, hires, develops and evaluates department staff.
- Insures that department staff are responsive to customers in a consistent, friendly and professional manner.
- Insures that the user environment within the Youth Services department is pleasant, friendly and services meet the needs of customers.
- Recommends policies and advises the Assistant Director on the operations of the Youth Services department.
- Resolves customer complaints in a pleasant, timely and professional manner.
- Responds in writing to customer suggestions.
- Coordinates class assignments with teachers and school and media specialist.
- Provide reference, reader's advisory and instructional services in individual and group settings using print and electronic information resources. Directs and guides the Youth Services staff in doing the same.
- Supervises the preparation of reports and relevant statistics, as may be required.
- Coordinates budget elements for the juvenile and young adult print collections and programming.
- Collaborates with the Collection Development department to evaluate and select materials for library acquisition to meet user demand.

- Supervises the maintenance, i.e., timeliness, condition, orderliness, etc., of the juvenile and young adult collections.
- Supervises an effective weeding program to assure the juvenile and young adult collection is current to meet the needs and wants of the customer.
- Maintains contact with and provides services to local organizations and educational groups serving children and young adults.
- Collaborates with the Marketing department by providing programming and other details for media releases and promotional materials in a timely manner for Marketing deadlines.
- Seeks effective ways to merchandise the collection and market the services of the department.
- Routinely acts as Librarian-In-Charge.

REQUIREMENTS

- Masters degree in Library Science from an ALA accredited program.
- Five years of library experience, three of which include supervisory experience in a public library setting.
- Must demonstrate an interest in and a genuine desire to serve children and young adults.
- Extensive knowledge of library services and early literacy initiatives for children.
- Proven ability to direct and motivate others in an effective, professional and effective manner.
- Excellent oral and written communication skills.
- Excellent public relations skills in interacting with library customers and community organizations.
- Ability to effectively resolve conflict between staff members and resolve customer complaints.
- Must possess a positive work attitude and have the ability to interact well with others.
- Must be devoted to and have a positive record of customer service.
- Must possess the skills to independently plan, analyze and structure staff assignments to provide efficient and effective library service.
- Must possess a general knowledge of information technology and be committed to continual individual development.
- Must have reliable transportation available for off-site programming events.

PHYSICAL REQUIREMENTS

- While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires moderate physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of heavy objects/book carts (up to 20 lbs).
- The majority of the work is performed in an office setting. The job may involve standing for long periods of time.

EOE M/F