

# Nevins Library

## Job Description

### Job Title

Head of Youth Services

### Position Overview

The Head of Youth Services is an information specialist with a Master's degree in Library Science who is responsible for the overall planning and direction of the Youth Services Department. Overseeing all departmental activities working with youth ages 0-18, their families and caregivers. They ensure that all Youth Services are provided to the highest standard via management of staffing, budgeting, and all departmental operations. The Head of Youth Services enjoys working with children, teens, and their families, provides an example of exceptional customer service, and leads a team-centered approach to work at all levels of the department. This position will have supervisory responsibility for the building, staff and patron safety, as scheduled and as needed. The Head of Youth Services works a non-regular schedule, including evening and weekend hours, as necessitated by departmental scheduling needs. This position reports to the Library Director.

### Desirable Characteristics

- Understands and respects people of all abilities, ages, cultures, and backgrounds
- Maintains accuracy while executing repetitive tasks
- Prioritizes tasks and maintains composure in a busy environment
- Exhibits strong communication skills in-person, through correspondence and over the phone
- Possess a flexible, strong work ethic
- Learns new skills, adopts new technologies and practices related to their position
- Works independently to complete tasks as directed and can work in a team environment, not within assigned department but with other departments in the library and city of Methuen
- Demonstrates discretion and confidentiality of sensitive information such as Library financial data, Payroll, staff accommodations, leave of absences and conflicts
- Strong Interpersonal skills and professionalism; mature and positive attitude

### General Duties

- Convey and carry out our Library's Mission and Vision Statements, Objectives, Customer Service Goals and Library policies, including Emergency Manual Guidelines
- Greet patrons in a friendly and inviting manner as they enter the library and when representing the library at public events
- Provide excellent customer service and reader's advisory to patrons
- Maintain awareness of the library environment to include but not limited to; proactively monitoring activity on the floor for safety, possible issues, or opportunities for improvement
- Perform the routine procedures needed to open and close the assigned department and building
- Attend department and library staff meetings
- Attend training as required to develop and enhance skills used when serving patrons and related to other responsibilities
- Willing to cross-train in other departments to provide temporary coverage

- Be familiar with the use of library technology, as well as the Library's website and online resources
- Participate on internal committee meetings as assigned or requested by the Library Director
- Perform other duties as assigned or designated by the Library Director

## **Position Duties**

- Sets and promotes the mission of the department in consultation with the Library Director
- Tracks the Youth Services Department budget with an eye for fiscal responsibility (including alternative funding sources) in conjunction with the Assistant Director and Business Manager
- Reviews Youth Services Department schedule for accuracy to include adequate program and desk coverage, and payroll compliance
- Takes responsibility for the proper functioning of the department, to include but not limited to; instruction of staff in new procedures, development of new promotional campaigns and initiatives, instruction in newly acquired resources and materials, in collaboration with the Library Leadership team
- Consistently evaluating the current work, service, programming and outreach efforts of the Youth Services Department with an eye for improvement and anticipating community demand
- Hires, trains, supports, and manages Youth Services employees
- Creates a positive, supportive work environment to include but not limited to; mentoring, problem solving and listening
- Participates directly in performance reviews of all Youth Services staff
- Approves time off requests and recommends professional development opportunities to the director
- Responsible for accurate time sheet reporting and time off benefit recording for self, and facilitates coverage as needed for anticipated absences. Approves time sheet reports as submitted by Youth Services Department staff.
- Delegates appropriate responsibilities and tasks to members of the department based on individual strengths and areas of interest
- Facilitates department-level staff meetings
- Serves as a department head and part of the management team of the library, including taking responsibility for the library as a whole as the manager on duty during Saturday rotations and other instances as needed
- Provides initial service response to concerns and complaints originating within the Youth Services Department, holding the balance between excellent customer service and enforcing library policies and regulations
- Participates, as needed, on the development and review of library policies and procedures
- Attends consortium meetings, participates on consortium-wide panels as appropriate
- Encouraged to participate in professional associations and enhance personal and professional development through attendance at trainings and conferences as well as take advantage of other professional activities
- Attend community meetings, and additional events, as requested by the Library Director
- Responsible for selection, evaluation and ordering of children's collections (fiction, nonfiction, picture books, early readers fiction and nonfiction, specialize collections, children's kits, services, databases, media and other digital formats) and provides supervision for Teen collection purchases reflecting the approved library collection development policy and an eye to budgetary constraints
- Plans and implements collection development projects, including, but not limited to, weeding, reorganizing shelving and room rearrangement

- Oversees general upkeep, space management and decoration of the children and teen areas
- Possesses the initiative and independent thought required to identify, pursue and execute projects, appropriate vendors, programs and initiatives to improve or create new library services to meet the needs of the community
- Creates comprehensive and timely plans for programming including, but not limited to: preschool, school age, and tween programs, large events, and the summer reading program
- Works with Youth Services staff to schedule, plan and implement programs that meet and exceed the community's expectations and needs
- Maintain records of program attendance to contribute to the library's Annual Report Information Survey (ARIS)
- Actively participates in seeking grant funding as appropriate, administering awarded grants, and reporting on awarded grants
- Works with Youth Services staff and Community Engagement Coordinator to develop, organize and implement effective and engaging community-wide outreach
- Build and maintains relationships with vibrant community contacts and regularly seeks opportunities to develop new partnerships with innovative and thoughtful individuals, and organizations
- Responsible for fostering and developing new and existing partnerships with Methuen-based schools
- In conjunction with library leadership, develops marketing plans and works with the publicity coordinator of the Youth Services department and the Youth Services staff to implement publicity initiatives
- Works closely with the Digital Communications Manager on all aspects of the Youth Services web presence
- Oversees all Children's Programming in the online calendar of events

## Equipment/Technical Skills

- Possesses general knowledge and ability to operate office equipment such as photocopiers/printers and telephone system
- Possesses general knowledge and ability to operate computers, including the ability to navigate general computer software (Microsoft Office, Google Docs) and the internet
- Possesses knowledge of or familiarity with library organization and catalogs, library ILS and/or computer reservation systems valuable

## 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 position's essential functions.*

- **Manual Dexterity:** Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include keyboard input, turning book pages, passing out paper library materials, and retrieving library materials for patrons.
- **Visual/Auditory:** Vision requirements include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee must have the auditory ability to listen and comprehend.

- **Language Skills:** Language requirements include the ability to read and interpret documents, such as library and patron correspondence, and the ability to speak and communicate effectively with small and large groups of patrons or staff. Utilize translation software or devices as needed to communicate with staff or patrons fluent in other languages.
- **Physical Activity:** The work requires some agility and physical strength (such as lifting library books and programming materials) and may require lifting up to 40 lbs., and pushing and pulling heavy objects (such as library book carts up to 200 lbs.). The employee may be required to remain in a stationary position (sitting or standing) for long periods of time; to move to lead the audience during high-energy library programs and to follow the flow of patrons during library programs. The staff member may need to position themselves to retrieve library materials on high and low library shelves (may include – stooping, bending, kneeling, crawling, jumping).

*NOTE: This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs to the employer and requirements of the job change.*

*The Nevins Library is an equal opportunity employer, committed to creating a diverse and inclusive company culture, and our team does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law.*

