Head of Youth Services

Library

JOB SUMMARY

Reporting to the Howe Library Director and part of the library’s management team, the Head of Youth Services oversees all facets of library services for children and teens, including administration, staffing, programs and outreach, collection management, reader’s advisory and reference. The incumbent must have a passion for public libraries and engaging and inspiring children of all ages.

MAJOR DUTIES

Administration

- Oversees daily operations of the library’s Youth Services section for preschool through high school ages.

- Manages Youth Services staff, including the Teen Librarian and Youth Services Library Assistants. Provides training and mentoring, evaluates job performance and encourages professional development. Supervises volunteers.

- Collaborates with the management team on library initiatives and projects, including but not limited to creating and implementing Strategic Plan.

- Oversees the annual Youth Services budget Collaborates with office manager for orders and supplies.

- Collects and reports statistics on program participation.

- Updates relevant policies, procedures, documents and work forms as needed.

- Interacts with patrons to address concerns and respond to inquiries, including policy explanation and complaint resolution.

- Attends and participates in management and staff meetings as required; presents ideas and reports. Participates and represents library on relevant in-house, consortia, and state committees and discussions.
Collection Management

- Develops and maintains high-quality collection in variety of formats for teens and children at a range of reading levels, designed to inspire a passion of reading; encourages curiosity and joy of discovery. Provides access to information, knowledge and diverse ideas.

- Continuously reviews and evaluates collection to serve current and anticipated needs within the community, for teens, children and caregivers.

- Reads reviews, selects and orders collection materials and makes decisions regarding removal or replacement of materials in collaboration with Technical Services team.

Reader’s Advisory/ Reference

- Provides professional and individualized reference services to parents, teachers and children of all ages and abilities, utilizing age-appropriate reference interview techniques and providing guidance on information gathering, locating materials, resources, and research skills.

- Provides expert advice and recommendations to patrons in choosing appropriate reading materials for personal growth, research, and enjoyment.

- Instructs and supports children and community schools in the physical and digital use of library tools and resources, and empowers all children, families, and their caregivers to choose materials and services on their own.

- Manages, encourages, and facilitates the work of Youth Services staff to create informative book lists, bulletin boards, and displays that help patrons identify books that might be of interest to them.

Programs and Outreach

- Oversees youth summer reading program initiative and collaborates with Adult Services team in programming and outreach development.

- Initiates and implements special events, programs and services for youth, caregivers, families, and those who work with youth.

- Offers programs in a variety of formats, such as story time, book groups, speakers, performances and at multiple venues, i.e., on site, off site, and digital platform.

- Regularly evaluates youth programs and services and implements changes to meet the needs and interests of the community.

- Establishes relationships with key personnel in the public schools and other community organizations to enhance partnerships and promote collaboration.

- Promotes early literacy within the community by offering storytimes and programs at local preschools, daycares, and other offsite locations within the Town of Hanover/Etna.

- Actively involves community in planning and implementing services for corresponding age group.
• Oversees and maintains an age appropriate and welcoming physical and digital space that provides the best possible access to materials and resources for teens, children, and caregivers.

• Promotes and markets program offerings to the community through various channels in collaboration with Adult Services team, which may include website, social media, email newsletter, press releases.

• Plans and conducts outreach activities with local schools; Visits classrooms to promote library and literacy development activities.

**KNOWLEDGE REQUIRED BY THE POSITION**

• Knowledge of library science and administration.

• Knowledge of the needs and abilities of children related to learning, literacy, and brain development, and their implications for library service.

• Knowledge of literature for children and young adults.

• Ability to be self-motivated, undertake initiatives, and demonstrate resourcefulness with sufficient knowledge of the field to exercise independent judgment in problem solving and decision-making where appropriate.

• Skill in handling multiple tasks to meet deadlines and ability to adapt to changing organizational priorities.

• Skill in developing and maintaining effective relationships with employees, patrons and job-related contacts; a commitment to teamwork, and the ability to communicate effectively.

• Knowledge of current technology (software, applications, devices) and ability to adapt to evolving technological environments, with proficiency commensurate with expectations for a managerial leadership role.

**SUPERVISORY CONTROLS**

The Library Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES**

Guidelines include policies approved by the Library Board of Trustees, town ordinances, *American Library Association* guidelines, copyright laws, and relevant state and federal laws, rules, and regulations. These guidelines are generally clear but nonetheless may require judgment, selection, and interpretation in application.
COMPLEXITY/SCOPE OF WORK

- The work consists of varied responsibilities in leading the library’s Youth Services section and delivering services to library patrons. Frequent day to day interruptions as well as rapidly evolving practices, technologies and guidelines in the delivery of library services contribute to the complexity of the position.

- The purpose of this position is to manage and administer the library’s Youth Services operations. Successful performance in this position contributes to the effective and efficient operation of the library and meeting the library needs of the greater Hanover community.

CONTACTS

- Contacts are typically with coworkers, other town employees, area librarians, school employees, teachers, parents, children, and the general public.

- Contacts are typically to give or exchange information, resolve problems, provide services, and motivate personnel.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, reaching, crouching, or stooping. The employee occasionally lifts light objects (10 pounds or less) and infrequently may need to lift or move objects between 10 and 20 pounds.

- The work is typically performed in a library setting.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over the Teen Services Librarian (1) and Youth Services Library Assistant (2).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a master’s degree in a course of study related to the occupational field.

- At least five years of relevant public library experience, three of which involve direct supervision of employees and operational oversight. Experience must be at a level sufficient to thoroughly understand the work of subordinate positions, answer questions and resolve problems.

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