

WAUKEGAN PUBLIC LIBRARY

JOB DESCRIPTION

TITLE: Youth and Teen Services Manager
REPORTS TO: Deputy Director

DEPARTMENT: Youth and Teen Services
CLASSIFICATION: Exempt

Overview:

The Youth and Teen Services Manager oversees the Youth and Teen Services Department, which provides library services to kids and teens ages birth through 12th grade and adults needing services for youth. Furthermore, they will lead a team to develop and present youth and teen programs, participate in outreach activities, and promote the collection through readers' advisory and displays.

Duties:

- Hire, train, mentor, motivate, manage, and evaluate staff in the Youth and Teen Services Department
- Communicate consistently and effectively with departmental staff in both written (email, procedures, timesheets, etc.) and verbal (staff meetings, phone, etc.) forms
- Resolve patron problems by interpreting and applying library policies as necessary
- Prepare monthly statistics, strategic plan updates, and departmental Board report inserts
- Build connections between the library and volunteers, interns, community agencies, and other local organizations that serve youth, teens, and families
- Serve as an active member of the library leadership team
- Develop and oversee departmental budgets
- Develop, evaluate, and maintain collection standards for the department including the frequency, criteria, and procedures for weeding, shelving, shelf reading, labeling, denewing, and any other regularly occurring collection maintenance work
- Oversee a comprehensive teen volunteer program that assists with departmental duties and tasks
- Act as a lead to identify and grow community partnerships to increase awareness, attendance, potential sponsorships/donations, and grant opportunities that relate to departmental service points
- Create opportunities for youth and teens to learn the appropriate use of the library and its resources through targeted programming, such as field trips and school visits
- Assist parents and other adults in selection of developmentally appropriate youth and teen material through the creation of research-based educational materials, such as pamphlets and presentations
- Maintain a pleasant, inviting, safe environment for youth and teens at the library through the curation and maintenance of developmentally appropriate spaces and activities
- Make presentations to schools and community groups that explain and highlight library programs, services, statistics, and research
- Attend and present at professional library conferences, workshops, and network committees; read professional literature; attend and participate in staff meetings/discussions; maintain and expand knowledge of library principles, best practices, trends, and technology
- Work with Collection Management team to identify new collections for purchase, and offer suggestions about cataloging, labeling, packaging specialized collections for youth and teens

- Provide friendly, efficient, and knowledgeable customer service while working with patrons at the Youth Desk and be able to refer patrons to other library departments and resources in the community when appropriate
- Provide reference, readers' advisory, and technology assistance services for youth, teens, and families
- Manage daily use of or booking of family/youth study rooms, with a flexible approach to ensure patrons have timely use and access
- Develop, plan, present, and evaluate programs for youth, teens, and families that respond to the needs and interests of the community
- Create and maintain engaging displays
- Evaluate, create, and update relevant website and social media content as needed
- Organize and implement outreach efforts for youth, teens, and families that increase awareness and use of the library in schools and in the community
- Stay abreast of trends in popular literature to deliver readers' advisory to patrons, create booklists, develop pathfinders, and design print and digital promotional materials for the collection
- Suggest items for purchase to the Collection Management team
- Work with Communications team to promote and market collections, services, programs, and resources for youth, teens, families, and schools
- Serve on internal and/or external committees in order to identify resources and services that respond to the needs and interests of the community
- Participate in library functions and advocate on behalf of the library at community events
- Apply policies, procedures, and guidelines that govern patrons' use of and behavior in the library and ensure principles of confidentiality, equity and inclusion, and the ALA Bill of Rights are upheld
- Answer the telephone promptly and return or refer messages and emails within 24 hours
- Able to communicate key library phrases in Spanish and translate for non-Spanish speaking staff when possible
- Shelf library items efficiently, and be able to locate items on the shelves and in sorting areas
- Conduct a competent and complete search of the library catalog in order to assist patrons effectively
- Maintain a welcoming environment in public spaces through regular space checks and basic cleaning procedures
- Perform opening and closing duties as needed
- Serve as a person in charge as needed
- Perform other duties as assigned

Skills:

- Desire and ability to treat others with dignity and respect to foster a culture of inclusivity in the workplace
- Open to change and willing to accurately explain and rationalize change to staff
- Able to hold self and others accountable to high quality, timely, and cost-effective results
- Able to take constructive feedback and accept responsibility for mistakes
- Able to evaluate, manage, and resolve conflicts by offering constructive suggestions and following up with staff to ensure a positive outcome
- Desire and ability to work with a diverse public and staff in an active and responsive way
- Excellent written and oral communication skills
- Able to work efficiently and independently and complete assignments with limited supervision

- Sound decision maker, able to respond appropriately in challenging situations as they arise
- Proficiency with library technologies and equipment such as computer hardware and software, operating systems and file management, email, Microsoft Office, and the internet
- Able to work well alone or in small groups
- Able to handle multiple tasks at one time
- Strong organizational skills and attention to detail
- Ability to learn job functions, perform them correctly, and understand their necessity in overall operations

Minimum Qualifications:

Education and Experience:

- Bachelor's degree; MLIS preferred
- 3 years of experience working with kids/teens in a library setting serving the public, including 1 year in a supervisory role
- Strong knowledge of child development and experience working with youth and teens
- Spanish language skills a plus

Working Conditions:

- Work in an office setting and at a public service desk
- May work evening and weekend hours
- Travel required
- Able to move, lift, push, carry, and put away items that weigh 25 pounds and wheeled carts of up to 100 pounds
- Ability to work evenings and weekends as required
- The physical demands and environmental characteristics 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.