



JOB DESCRIPTION

Position Title:	Head of Youth Services
Department:	Youth Services
Reports To:	Executive Director
Supervises:	Assistant Children's Librarian, Teen Librarian, Library Assistant and a Library Clerk
FLSA Status:	Exempt
Last Revised/Approved:	March 2025

Position Summary:

The Head of Youth Services is passionately committed to engaging and inspiring children of all ages and their caregivers; coordinates all aspects of the department, including reference, reader's advisory, collection maintenance and development, program planning and implementation, and outreach services; schedules and supervises one full time and up to four part time staff members.

Essential Duties and Responsibilities:

1. Responsible for all aspects of Youth Services including reference, reader's advisory, collection maintenance and development, program planning and implementation, and outreach services.
2. Maintains a fun, safe, and positive environment which encourages intellectual curiosity and a love of reading; provides excellent customer service to the public and interprets library services and policies to patrons in a clear, consistent and courteous manner.
3. Engages with children and caregivers of all ages.
4. Evaluates and selects materials for acquisition and oversees acquisition work of other Youth Services staff, ensuring purchases fall within departmental budget.
5. Prepares and presents programs as well as overseeing and supporting other staff and volunteers in this area; monitors programming costs to ensure they remain within budget.
6. Assists library users in locating and obtaining information and materials.
7. Assists in maintaining the library's online presence, including website and social media accounts.
8. Assists in evaluating, supporting, and providing instruction to staff and patrons on the effective use of library technology and equipment.
9. Collaborates with other members of the library's leadership team in supervising a small corps of volunteers.
10. Coordinates the Summer Reading program for Children and Young Adults, as well as contributing to conversations about Adult Summer reading.
11. Coordinates with Marketing and Development Coordinator to ensure programs and events in Youth Services are publicized online, with the schools, and in local media.
12. Works to maintain good internal communications among staff and with the Executive Director about building, staff, and service issues.
13. Provides outreach services to area pre-schools, daycares, primary, elementary, middle, and high schools; participates and represents the library in local and regional professional activities; participates in and represents the library in community relations activities.
14. Works with Marketing & Development Coordinator to search out local and regional grant opportunities for youth services.
15. Keeps abreast of and utilizes current technologies in support of information services, including but not limited to database and internet searching, social media, and software applications.
16. As part of the leadership team, helps to develop and implement policies and procedures for improved library services; serves as a building supervisor in rotation with other senior staff.

17. Performs the usual duties of a manager, including interviewing, hiring, scheduling, training, supervising, and evaluating assigned employees, resolving employee issues, and ensuring compliance with all employment rules and regulations.

Non-Essential Duties and Responsibilities:

1. Performs other tasks as assigned.

General Expectations

1. Be committed to the Library's mission, vision and values.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of Library goals and objectives through a commitment to teamwork.
3. Communicates in an open, respectful and honest manner with everyone, inside and outside the organization.
4. Provides the highest level of customer service possible.
5. Follows established policies and procedures and complies with all safety requirements.
6. Adheres strictly to confidentiality of customer, co-worker and internal business information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus, as well as view computer screens for extended periods of time. Position requires frequent physical effort, such as carrying books (up to 30 lbs.), pushing book carts (up to 150 lbs.), bending, stretching, grasping, etc. to retrieve library materials.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a library environment. Some travel is required from time to time. Work is occasionally stressful and requires ability to successfully cope with the pressures which are related to the position.

Qualifications Needed for Position:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least three years of supervisory experience in a library setting is preferred, though a combination of related work experience and education may be considered; experience in youth services required.
- Proven skills in storytelling and relating to children, especially pre-school children, and their parents and caregivers.
- Proficiency in current and emerging trends in library technologies (equipment and applications).
- Ability to work in a busy environment with varying levels of noise and activity from people of all ages.
- Commitment to excellent customer service with demonstrated enthusiasm, patience and flexibility when working with the public.
- Experience with library automated systems (Sierra preferred); experience with other library software and resources; experience with office applications such as word processing, spreadsheets, presentations, social media and web development resources.
- Ability to create positive working relationships and collaborate successfully with co-workers; ability to communicate effectively verbally and in writing.

- High degree of flexibility and ability to multi-task and frequently change focus in order to meet the varying needs of library users and the dynamic needs of public library service.
- Ability to exercise good judgment; and possess conflict resolution and problem-solving skills.
- Possess an ongoing commitment to professional development
- Ability to hire, train, supervise and discipline employees, coordinate and delegate workloads and work schedules, evaluate work performance and maintain high standards of library service.
- Self-direction, initiative, organization, motivation and attention to detail required.

Education Requirements: The following education requirements are considered essential:

- A Master’s degree in Library and Information Science from an ALA-accredited program is required; a Master’s degree in a related field will be considered for the right candidate.
- Demonstrated in depth knowledge of literature and programming trends for Children and Young Adults; broad knowledge of professional literature, bibliographic resources, and principles of information delivery and services.
- Demonstrated thorough working knowledge of library principles and procedures.
- Familiarity with and support of Library Bill of Rights and Maine privacy laws regarding patron confidentiality.
- Familiarity with automated library systems, collections of both print and non-print resources, and current and emerging technologies and practices.
- Knowledge of the community in which the Library is located and how to serve youth of all ages.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**** All requirements and skills are considered to be essential, unless otherwise indicated. ****

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date