

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Head of Youth Services Librarian
Department/Location:	Public Library
Reports To:	Library Director
Employees Supervised:	Youth Services Department Staff
Employment Status:	Full-Time Hourly

Position Summary:

This position is responsible for leading the Library's Youth Services Department in providing programming, services, collections, community outreach and assistance to young people and families. Provides dynamic leadership in planning and executing outreach projects to promote literacy and library resources in the community. The position supervises the staff members assigned to Youth Services and work by all staff members within the department. The employee regularly works at the Youth Services Desk and provides friendly and efficient service to patrons of all ages.

Qualifications:

- Education: high school diploma or equivalent. An undergraduate or graduate degree in library science, or progress towards a degree, is viewed favorably.
- Experience: 1-3 years of public library experience, experience in supervising staff and managing library services; or any equivalent combination of education, training and experience which provides the following knowledge, ability and skills:
 - Youth literature, programs, policies and procedures.
 - Library services and procedures.
 - Business English (grammar, spelling, punctuation and tone).
 - Effective written and oral communication.
 - Outreach and public relations.
 - Organization, supervision and time management.
 - Customer service.

Position Duties:

The functions listed below are not an exhaustive list of responsibilities.

Duties:

- Checks materials in and out.
- Answers phone, directs calls and calls patrons regarding holds and problem items with proper etiquette.
- Registers patrons, and maintains and updates records, according to procedure.
- Describes library services to patrons.
- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and computer visitor passes.
- Assists with opening and closing departments. Supervises opening and closing when needed.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Collects materials from book drops.
- Develops and presents programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Is responsible for library when other administrative staff is unavailable.
- Assists with public relations, marketing, and staff training.
- Develops assigned youth collections according to professional standards.
- All full time staff members perform added responsibilities as assigned.

Managerial Duties:

- Hires, trains, evaluates and supervises all staff who work in the Youth Services Department.
- Respects and enforces policies regarding patron confidentiality.
- Holds regular meetings with supervised staff.
- Participates as part of the Managerial Team.
- Serves on the Marketing and Programming Committees.
- Regularly attends Library Board meetings.
- Tracking and balancing expenditures for multiple budget lines.
- Provides support and assistance to Library Director in operation and planning for the Library.
- Performs collection development and maintenance to provide current and popular materials to the public.

- Supervises creation and implementation of all Youth and Family programming and services provided, whether in the Library or elsewhere, in addition to leading many of the departments programs.
- Performs outreach services in the community including school visits, and participation in local service organizations.

Job Expectations:

Teamwork

- Positive and effective relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Promotes a positive public image to community members, patrons and teammates.

Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must gain a detailed knowledge of circulation system, material repair, security system and ordering procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.

2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with community members, library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Prepared by: GovHR USA

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