

**Manager of Children and Teen Services
FLSA Exempt Grade 6
Reports to Manager of Library Services**

Purpose of Position

This position plays a key role as a member of the management team. This individual manages all aspects of the children and teen services department and assists the senior leadership with library operations and in developing and executing strategic initiatives that support the mission of the library. The position reports to the Manager of Library Services.

Primary Responsibilities

- Supervision of youth services staff including hiring, training and day-to-day management
- Provides high quality customer service to patrons of all ages and abilities and leads youth services staff in delivering excellent service
- Supervises the planning, organizing and execution of library programs for infants through school aged children within and outside the library setting
- Builds and maintains working relationships with community groups, agencies, and schools to encourage joint programming and increased library usage and visibility
- Develops and maintains schedules for all youth staff members' duties including service desk coverage, programming, and outreach
- Participates in the development and management of children and teen materials
- Oversees department budget and identifies potential grant or special funding opportunities and works collaboratively with the fundraising department in securing such funds
- Develops short- and long-term departmental and individual goals to meet library objectives
- Attends internal and external meetings as a contributing member of the library management team
- Works cooperatively with the Library System of Lancaster County Youth Services Manager as well as youth services staff from other libraries regarding programs and initiatives

Other Responsibilities

- Staffs public service desks as necessary
- Advises branch personnel on youth service issues and initiatives
- Trains and supervises volunteers
- Engages in one's own and coordinates professional development activities relevant to youth services for department staff
- Keeps staff informed regarding library policies, directives, and other activities through ongoing communication and meetings
- Communicates with the Security Officer and assists in emergency situations to solve issues
- Assumes responsibilities in other departments within the library as needed
- This is not intended to be an exhaustive list of duties and other duties may be assigned, eliminated, or changed at the discretion of the employer



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Core Competencies

- The ability to promote and support the mission and vision of Lancaster Public Library efficiently and effectively
- Ability to easily adjust and demonstrate flexibility with changing situations, policies, procedures, and schedule that may include days, evenings, and weekends
- The ability to understand and uphold all of Lancaster Public Library's policies and procedures including but not limited to Customer Service, Record Retention, Patron Conduct, and Personnel
- The ability, through both verbal and written methods, to provide concise, timely, and accurate information internally and externally among all organizational levels and with all appropriate people
- The ability to work with minimal supervision and meet deadlines
- Ability to exercise discretion and sound judgement and to analyze and resolve problems
- Must possess a positive, service-oriented attitude
- The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use
- Demonstrates a general understanding of computer technology and office platforms such as Microsoft Word, Email, Excel, and databases
- The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services from all points of view, without restriction, to every individual
- The ability to identify and prioritize work needs and the ability to assess situations and provide effective solutions and the ability to recognize when to seek guidance from supervisor in carrying out responsibilities
- The ability to work independently or collaboratively with others to achieve organizational goals and objectives
- Must maintain confidentiality and ethical behavior in all library matters
- Must have reliable transportation to travel to work and to assignments outside of primary location and must have a valid driver's license and clean driving history if position requires the use of a company vehicle
- Must be able to perform other duties as assigned

Knowledge, Skills, and Abilities

- Knowledge of organizational structure, principles and techniques used in delivering relevant programs, services, and technology in a modern public library
- Commitment to achieve results with flexibility, creative intelligence, and a positive attitude
- Managing a departmental budget and familiarity with processes for engaging with vendors, invoicing, etc.
- Principles and practices of supervision, training, and personnel management



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- Understanding of the methods for reference research as well as for curating, classifying, indexing and organizing library materials

Physical Demands

- The ability to sit or stand between 4 and 8 hours
- The ability to move about, talk, climb stairs, hear, and have both close and distance vision
- The ability to operate doors, computer equipment, and other equipment generally found in an office setting
- The ability to lift and/or move equipment or materials weighing up to 50 pounds and to push/pull wheeled book carts weighing 150 pounds
- The ability to sit, stoop, kneel, reach, crouch and climb up to 5 feet
- May be exposed to outdoor weather conditions

Qualifications

Education and/or Other Requirements

- Graduate degree. Completion of an ALA-accredited Master's in Library and Information Science degree is preferred.
- Minimum three (3) years of relevant youth services experience. Supervisory experience within a public library environment is preferred.
- Experience with Sierra or another ILS is preferred.

Lancaster Public Library is an Equal Employment Opportunity Commission (EEOC) and Americans with Disabilities Act (ADA) compliant organization. As such, Lancaster Public Library is committed to providing access, equal opportunity, and reasonable accommodations for qualified individuals with disabilities.