



Grand County

Job Description

Title:	Children/Teen Services Manager	Job Code:	2110
Division:	Children/Teen Services	Effective Date:	09/2017
Department:	Library Services	Last Revised:	

GENERAL PURPOSE

Performs professional administrative, supervisory duties and direct service work coordinating and managing the children and teen collections, programs and activities.

SUPERVISION RECEIVED

Works under the general supervision of the Library Director.

SUPERVISION EXERCISED

Provides supervision to fulltime and part-time staff, including Library Assistant(s) and Library Clerk(s) and various volunteers/community service workers.

ESSENTIAL FUNCTIONS

Administrative Functions: oversees the following daily operations of the Children's Library including circulation/information desk duties, patron relations/complaints, technical services, community outreach and maintenance of the library's collections.

Plans and executes a Summer Reading Program for children that offers weekly programs, reading incentives and readers advisory for leveled readers.

Assists Director and Library Services Supervisor with formulating and implementing library policies and procedures, maintaining public relations and a high level of customer service, fundraising, budgeting, and family/ children programming.

Performs professional library functions of a responsible nature, involving substantial judgment and initiative in designing programs, developing children and teen collections, and supervising children and teen activities.

Follows established procedures, practices, or protocol interacting with patrons.

Financial Functions: In coordination with the Library Director, maintains departmental budget for materials and programming and is responsible for the ongoing inventory of the library's juvenile and teen collections.

Adheres to a budget when purchasing library materials/supplies and always makes an effort to select the most cost-effective purchases.

Personnel/Staffing Management: Assists the Library Director in training new employees, supervising library staff and delegating jobs as needed; Participates in the hiring and periodic evaluation of library staff in accordance with Grand County policies; Schedules, trains, and supervises juvenile volunteers and community service workers.

Public Relations: Assists the Director in creating brochures, signs, newsletters, fliers, newspaper articles and radio; identifies and pursues public relations opportunities to promote goodwill and educate the community regarding library services; develops and recommend changes and improvements in service and community outreach;

In coordination with the Library Director, writes correspondence, policies, and procedures; speaks to community groups and publicizes library programs; assists with patron complaints to maintain patron satisfaction; assists "high maintenance" or "difficult" patrons as needed.

Library Services: Oversees the daily operations of the library related to the circulation desk, information desk, programming and technical services; Participates in the development of library collection; orders, reviews and recommends books and other materials selected for purchase; assists with book cataloging, processing and shelving; responds to reference questions; Assists patrons and staff in all areas of the Library.

Teaches patrons how to use the library's computers, software, digital resources, online catalog, and the internet. Assists patrons by troubleshooting computer problems.

Professional Development: Attends various conferences and workshops related to Public Librarianship to receive training related to latest trends in library services, operations, practices and procedures.

Customer Service: Provides quality customer service by providing timely and accurate information to the public; portrays a positive public image and works with the public and other employees in a courteous and professional manner.

Performs related duties as required.

MINIMUM QUALIFICATIONS

- 1. Education and Experience:
 - A. Graduation from college with a bachelor's degree.
 - AND
 - B. Three (3) years of library experience;
 - OR
 - C. An equivalent combination of education and supervisory experience.

2. Required Knowledge, Skills, and Abilities:

Considerable knowledge of library issues such as censorship, formats, trends in library usage, and other issues pertinent to successful library management; theories, principles and objectives of library service; information services and collection development; current trends and developments in library services; principles of supervision; training and staff utilization principles; legal and political issues affecting library operations and management; resource development related to grants, donations, trusts, etc.; computer technologies affecting the future of library operations and services, i.e. library automation software, patron accessible databases, etc.

Skill in interpersonal communications and creative problem solving.

Ability to direct the work of others; establish and maintain effective working relationships with employees, other agencies and the public; multi-task and maintain concentration and flexibility with regard to frequently changing conditions and problems; communicate effectively, verbally and in writing; implements cooperative problem-solving processes; anticipates changing needs for services and facilities; operates personal computer and various software applications for word processing, collection management, library automation systems and spread sheet information; accesses e-mail and effectively functions in a computerized communications environment.

3. Special Qualifications:

- Must possess a valid Utah Driver's License.
- Must complete a twelve (12) month probationary period.
- Must successfully complete a pre-employment drug screening and background check.
- Work is performed during day, evening, and/or Saturday shifts at the Grand County Public Library.

4. Work Environment:

Work in this position is performed in a open office public facility with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting and reaching. Talking, hearing and seeing essential to the performance of essential functions. Common eye, hand, finger, leg and foot dexterity also utilized in performance of daily tasks. Mental application utilizes memory for details, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____
(Employee)