

**McHenry Public Library District
Job Description**

JOB TITLE	DEPARTMENT	REPORTS TO
Department Manager; Librarian II	Youth Services	Director of Public Services
STATUS	PAY GRADE	ACCRUALS
Full-time; Exempt	11	Librarian II
SCHEDULE	DATE CREATED	DATE REVISED
37.5 hours per week, may include daytime, evening, and weekend hours.	February 2019	January 31, 2023

Summary:

This position serves as the manager for the Youth Services department by demonstrating effective leadership through mentoring, training, customer service, and teamwork to offer exemplary services, programs, and collections to children, youth, and their families.

This position is also responsible for ensuring a smooth and efficient operation of the Youth Services Functions by supervising staff, including librarians, associates, and volunteers, that design and implement programming, outreach, and services for infants, children, teens, and caregivers.

Essential Duties and Responsibilities include:

OPERATIONS MANAGEMENT

- Oversees the supervision of Youth Services staff and daily operations of the library's Youth Services department for those from birth through age 18.
- Fosters a culture of outstanding customer service by ensuring accurate, friendly, courteous service and a positive library experience by ensuring all staff is trained on customer service best practices.
- Oversees collection development and evaluation efforts for youth and teen collections by ensuring the development and maintenance of high-quality collections in various formats for teens and children at a range of reading levels, designed to inspire a passion for reading, encourage curiosity, and joy of discovery. Provides access to information, knowledge, and diverse ideas.
- Develops and implements reference and reader's advisory services for parents, teachers, and children of all ages and abilities, including providing bibliographic and literacy skill development instruction.

- Designs, implements, and evaluates youth programming initiatives by offering programs, story times, reading programs, and special events for children of all ages and abilities and their caregivers in various formats and at multiple venues.
- Oversees the development and maintenance of age-appropriate and welcoming physical and digital spaces that provide the best possible access to materials and resources for teens, children, caregivers, and teachers.
- Establishes and maintains relationships with key personnel in the local schools and other community organizations that serve children, teens, and their families to enhance partnerships and promote collaboration.
- Manage all patron-related matters that front-line staff cannot handle, including escalated issues and complaints. Will escalate unresolved staff/patron issues to upper management/HR when needed.
- Ensures patron record confidentiality.
- Participates in reviewing and developing Youth Services related policies. Implements effective departmental procedures in line with library policy.
- Manage Youth Services operations to ensure that all policies and procedures are appropriate and followed.
- Assist in creating and maintaining the departmental procedure manual.
- Ensures the Youth Services staff are well trained on the currently used Integrated Library System and all other library technology and databases. Troubleshoots patron issues with those systems.
- Works with IT and vendors on any issues related to equipment in the Youth Services Area area. Performs routine inspections and preventative care.
- Serves as a Public Access Services liaison with Cooperative Computer Services (CCS), the Library's ILS Consortium, and implements CCS policies and procedures at the Library.
- Competency with and performance of all job functions in the Youth Services Department.
- Assists in maintaining a safe and secure library environment, following procedures to report injuries and potential hazards.
- Promotes the library and its resources to community organizations.
- Prepares written and statistical reports for the Executive Director, the Library Board, and/or other department managers as needed or requested.

People Management

- Evaluates and recommends staffing levels, staff development needs, and other personnel matters. Leads in the selection and recommendation for hiring Youth Services services staff.
- Hires, supervises, develops performance expectations, trains, evaluates, and manages performance.
- Oversees the work of Youth Services personnel. Sets service standards, coordinates workload, projects staffing needs and schedules Youth Services staff to provide appropriate staffing levels based on library needs.
- Recognizes and rewards innovative and high-performing staff.

- Cultivates and fosters a team environment within the department that encourages idea exchange, creative thinking, collaboration, and communication.
- Inspires staff by coaching and/or mentoring them to try new and creative ventures to improve the Library experience and quality of life of children, teens, and their families.
- Reviews and approves timekeeping for Youth Services staff.
- Ensures Youth Services staff are aware of and in compliance with library policy and procedures.
- Ensures training programs are established and followed to enhance staff skills and abilities.
- Resolves departmental personnel issues.
- Holds regular department meetings, one-on-one sync-ups, and other necessary meetings with staff.
- Contributes to developing and expanding a library-wide volunteer program by focusing on teen volunteers.

Strategic Leadership

- Assists the Director of Public Services in developing the department's strategic direction in alignment with overall Library goals.
- Plans, implements, evaluates and manages the provision of youth services, including the development of a comprehensive plan, evaluation of current youth programs, collections, and services, and coordination and integration of youth services.
- Attends department manager meetings and all staff meetings; provides input to the solutions of interdepartmental problems; informs other departmental managers and administration of changes in departmental personnel and procedures; serves as a liaison between other departments and Youth Services.
- Responsible for the budgets related to Youth Services expenses. Prepares, recommends, and administers budgets and monitors expenditures. Including the application of and administration of grant funding.
- Evaluates and makes proposals for potential cost reductions/avoidances where applicable.
- Articulates, creates, supports, and implements the mission, goals, and policies of the McHenry Public Library District.
- Seeks ways to incorporate process improvements.
- Participates in library-wide planning and decision-making as a member of the library management team.

ADDITIONAL WORK PERFORMED

- Acts as person-in-charge with other management team members in the absence of the Executive Director.
- May serve on and/or chair Library committees, as requested.
- May represent the Library on city, community, or regional committees or as a liaison between the Library and other civic organizations.
- May serve as lead or assist in coordinating and supervising capital or special projects as assigned.

- Participates in related organizations, conferences, and training to enhance skills and remain current in library and customer service practices.
- Participates in continuing education opportunities.
- Performs other related work of a similar nature or level.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of commonly accepted library practices and current awareness in responsibility areas.
- Principles, practices, methods, and techniques of developing and implementing child and youth development programs and associated facility management.
- Knowledge of the needs and abilities of children and teens related to learning, literacy, social skills, and brain development and their implications for library service.
- Knowledge and appreciation of literature for children and teens.
- Familiarity with a broad range of professional library services and library trends
- Ability to fairly and effectively supervise staff and delegate duties as needed.
- Ability to establish and maintain harmonious working relationships.
- Support equity, diversity, and inclusion (EDI) in the workplace
- Ability to maintain a safe environment for staff and the public.
- Commitment and desire to provide excellent customer service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Ability to master new technology and software and serve as a trained resource to department and library staff.
- A high degree of organizational skills and attention to detail.
- Ability to set priorities to plan, organize, and manage projects simultaneously to meet assigned deadlines.
- Principles and practices of grant writing and management
- Ability to follow directions and multitask.
- Ability to work without direct supervision.
- Ability to be tactful and respect confidentiality.
- Flexibility to adjust to changing directions and deal with frequent interruptions.
- Ability to respond to emergencies and stressful situations with a calm and professional demeanor.
- Dependability; ability to work a flexible schedule, including evenings, weekends, and on-call hours.

SUPERVISORY RESPONSIBILITIES

- Youth Services Leads and Librarians
- Youth Services Associates
- Teen Volunteers

QUALIFICATIONS

- MLS (MLIS) degree from an ALA accreditation institution
- Three to five years of public or school library experience working with youth and teens
- Three (3) or more years of supervisory experience.

- Experience in developing and evaluating library programs, services, and collections for children and teens, and in coordinating and performing community needs assessments for children and teens
- Proficient technology skills, including Microsoft Windows and Office applications, Google Suite applications, Internet, and the ability to adapt to changing technology.
- Valid driver's license, access to a vehicle, and current automobile insurance.
- Excellent interpersonal skills.
- Excellent communication skills, both written and verbal.
- Excellent leadership skills.
- Excellent time and project management skills.
- Bilingual skills (Spanish) desirable.

WORKING CONDITIONS

- While performing the duties of this job, the employee is regularly required to talk, hear and see.
- The employee is frequently required to sit, stand, walk, bend, stoop, reach with hands and arms, get down on floors, climb stools, and perform other physical tasks.
- Repeated movements with the wrists, hands, and/or fingers while using a keyboard.
- Employee may be exposed to weather conditions prevalent at the time of work, including possible extreme hot and cold weather.
- Noise level is generally similar to an office environment but may be loud at times.
- The employee will occasionally lift or move up to 40 pounds and push or pulls carts up to 100 pounds.
- Must be able to respond to fire alarms, warning sirens, security calls, and phone pages.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.