

<b>Hinsdale Public Library</b> <b>Job Description</b>
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**Position**

Youth and Young Adult Services Manager

**Reports to:**

Executive Director

**Status**

Full Time Exempt

Grade 8

**Minimum Qualifications**

- MLS or MLIS from an ALA accredited graduate school
- Five years experience in a public service position, preferably in a public library
- Two years supervisory experience preferred
- Comprehensive knowledge of collections, programs and services for children from birth through eighth grade
- Demonstrated ability to provide excellent customer service and to work with coworkers and the public in a pleasant manner and effectively resolve service issues using independent judgment
- Knowledge of computer software such as word processing and spreadsheets, operating systems and Internet browsers
- Ability to learn and operate computer applications and programs
- Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis
- Ability to represent the Library in a professional manner
- Ability to maintain confidentiality of library patron information
- Strong interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, supervisors, and across departments
- Strong project and time management skills
- Strong oral and written communication skills; working knowledge of English grammar and spelling
- Strong interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, supervisors and across departments
- Experience managing a budget
- Ability to design and interpret reports to track and project spending, circulation, program attendance and other department activity
- Ability to identify department needs and hire, train, and develop exceptional staff
- Ability to discuss and recommend recreational reading, listening, and viewing material for children and young adults
- Ability to search for and evaluate information in print and online
- Ability to imagine, plan, and implement creative projects
- Demonstrates initiative and constructive use of time

**Job Responsibilities**

Provide friendly and expert assistance in all aspects of serving the public, including managing Youth and Young Adult Services staff, selecting materials (physical and digital), instructing

patrons in the use of Library resources and services, developing innovative and patron-centered services and programs, and actively participate on the Library's management team.

### **Essential Job Functions**

- Plan, manage and direct all activities related to the operation of the Youth & Young Adult Services Department, including but not limited to:
  - Provide high quality public and internal customer service
  - Hire, train, and evaluate staff, including directing and overseeing staff with supervisory responsibilities
  - Direct staff time and duties
  - Manage departmental budget
  - Resolve internal and external customer service issues
  - Manage relevant statistics and reporting
  - Oversee programming, outreach and volunteer services; collection development; and Reader's Advisory and reference service
- Provide advanced reference, recreational materials recommendation, and technology assistance at the departments' service points, during regularly scheduled desk shifts
- Select and weed materials in the youth and young adult collections in assigned subject areas and formats in accordance with the library policy, as well as delegating collection development responsibilities to staff members
- Provide and direct outreach to local community groups, organizations, businesses and schools
- Lead the department in implementing objectives for the Library's Strategic Plan, overseeing objectives, as assigned
- Actively engage in self-directed professional development, including publishing, technology and library trends and issues, and participation in local, state, or national associations
- Participate as part of the management team:
  - Assist in annual planning and budget process
  - Develop policy recommendations
  - Submit monthly reports to the Executive Director
  - Serve on library committees and professional and community organizations

### **Additional Duties:**

- Assume full responsibility for the Library when assigned. Take an active role in maintaining the wellbeing of the Library
- Inform patrons and other staff about departmental services, activities and procedures using signage, newsletter articles, displays and other informational resources.
- Assist patrons in the use of equipment and technology, including simple maintenance and trouble shooting
- Work with the Collection Services Department to provide effective bibliographic access to collections
- Work with Library Trustees on committees or special projects, as needed
- Other duties and projects, as assigned

### **Technology Competencies**

- Employees are expected to use Library resources to develop and maintain proficiency in the areas identified as essential for their role

### **Working Conditions**

- May require the employee to sit or stand for prolonged periods of time
- Requires the ability to move about library to assist patrons

- Requires the ability to operate a keyboard
- Requires the ability to communicate using telephone and computer applications
- May require local travel for library outreach
- Work is conducted in a public setting which provides comfortable lighting, temperature and air conditioning

### **Service Philosophy**

The Hinsdale Public Library is committed to providing gracious, responsive, solution-oriented service from a knowledgeable, motivated and well-trained staff. Every employee plays a part in influencing our patrons' perception of the Library. We perpetuate a positive perception by behaving in a way that is professional, reliable, and friendly.

### **Service Principles**

1. Strive to make it easy for everyone to use the Library and its resources.
2. Save everyone's time. Assist people to the best of your ability at the initial point of contact.
3. Value the person with whom you are working, give them undivided attention and clearly communicate how you are going to assist them. Follow up when appropriate.
4. Solve problems. When a problem arises, which is inevitable, work with the person to identify an acceptable outcome. The best resolutions are easy to explain and execute and demonstrate an understanding of the other person's perspective.
5. Acknowledge missed opportunities and identify how you can offer a better resolution.
6. Be a voice for the user. When rules and policies don't make sense to our patrons or coworkers, challenge the way the Library operates and seek opportunities for improvement.
7. Find opportunities to increase your knowledge about the Library and the community.