This Job Description identifies the major responsibilities of this job.

**POSITION PURPOSE**

The purpose of the Youth Services Supervisor is to lead efforts in the development and execution of youth resources, services and programs. The Youth Services Supervisor promotes engagement and increases circulation, visits, program attendance and digital resource use for all youth. This position works within the User Services Department to provide district-wide leadership in the planning and implementation of youth related programs and services.

**RELATIONSHIPS**

The Youth Services Manager reports to the Manager of Rawlings Library. This position manages Rawlings youth services employees. Leads the youth services team in planning and implementing appropriate procedures and programs as required. Leads the library district Planning Committee for Youth Services. Works to promote a positive work environment by maintaining respectful interactions with team members and customers. Demonstrates skill in engaging the interest and participation of young children and teens. Exhibits discretion and tact in communicating with parents. Provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

**PRIMARY DUTIES AND RESPONSIBILITIES**

Manages all operations of the youth services team within the User Services department.

Provides leadership, guidance and training to employees in the youth services team.

Oversees and provides excellent customer service and acts as role model for library staff, presents a courteous, positive image of the library.

Holds regular team meetings to ensure clear communication on pertinent library district information and directives. Encourages staff participation, collaboration and engagement. Handles employee relations issues, complaints and performance improvements in partnership with Human Resources.

Supervises youth services employees, sets individual job objectives, creates and maintains work schedules, leads team and individuals toward key results, conducts individual performance meetings and maintains performance documentation.

Leads the library district’s Youth Services Committee.

Ensures the creation of monthly program offerings that support district monthly themes.

Leads and provides oversight for all youth services related programs and events including the D60 food program,PCCLD’s Summer Reading Program, the seasonal Books in the Park program and other youth related programs and events.

Ensures that library employees serving youth are trained as required by SB21-088 Child Sexual Abuse Accountability Act.

Drives strategic community outreach.

Serves as liaison to the Homeschool community and builds services and offerings.

Networks and develops partnerships with community organizations that also serve youth including Rocky Mountain SER Head Start, Pueblo Early Childhood Council, Bright Beginnings, Boys & Girls Club, area school districts, and other community organizations.

Evaluates departmental budget by analyzing immediate and future needs. Formulates budget requests for personnel, supplies and equipment. Plans, budgets and maintains records of youth services resources in collaboration with the Finance Department.

Stays current with trends and best practices in youth services and library programming.

Provides reference and research assistance to patrons.

Engages in facilitated customer service to provide service at the point of need by providing readers advisory, research, assistance using library resources; suggests outside resources for children, parents, teachers and community members.

Resolves customer issues and communicates library policies and procedures to customers. Uses diplomacy and tact to address customers of all ages about appropriate conduct within the library.

Stays informed of library district news and events and work related information by checking email, announcements, newsletters and posters.

Supports team daily efforts to ensure a safe and secure environment for customers and employees by staying alert to your surroundings and following safety procedures.

Instructs customers on use of the library's computers, devices and e-resources including databases and downloadables. Stays current on use of new library resources.

Compiles program statistics, prepares reports, maintains program data and performs other administrative duties.

Assists in the collection development process by evaluating and suggesting print and e-resources for youth.

Oversees volunteers within youth services including placement, training and tracking time and assignments.

This position will be assigned the role of Person in Charge (PIC) at the Rawlings Library on a regular basis to respond to any escalated customer service, emergency, or security issues and will work closely with the security officer on duty.

Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.

Implements and interprets policies and procedures, resolves complex customer complaints and provides solutions to personnel and library operations problems.

Provides supervision and leadership to youth services team employees including scheduling, performance evaluation, setting goals and coaching. Recruits and trains employees.

Proactively contributes input regarding the needs and interests of customers to members of the Collection Development Team.

Compiles and submits statistical and narrative reports of activities.

Regularly assigned the responsibility as Person in Charge, overseeing the building safety and security in the Rawlings Library on weekends and in the evening in the absence of the Rawlings Manager.

Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.

Leads monthly department meetings, attends All Staff Development Days, and other training sessions as required to stay informed and current on changes to library policies and procedures and information pertinent to PCCLD.

Reads daily organizational communications from intranet, e-mail, newsletters, telecommunications and print. Stays informed on all Library events throughout the District. Regularly accesses electronic time keeping system, personnel and payroll database and on-line work request system.

**OTHER DUTIES AND RESPONSIBILITIES**

May serve on multiple library committees and special projects.

Performs other duties as assigned.

**QUALIFICATIONS**

**Education and Experience:**   Requires a Master’s Degree in Library Science from an accredited (ALA) school of library science. A minimum of two years professional library experience is required. Supervisory experience is preferred.

**Skills and Abilities:**

* Leadership skills with ability to manage operations and employees.
* Strong knowledge of professional library principles, methods, practices and materials; in-depth knowledge of youth and young adult literature.
* Demonstrated skill in planning; program presentation skills for children and young adults with the ability to stimulate the interest of readers in library resources.
* Ability to work in peer groups, contribute ideas, maintain flexibility, and support changes within the organization.
* Demonstrated interpersonal skills necessary to establish and maintain good working relationships with library staff and patrons including confidentiality in transactions.
* Ability to lead through and manage change.
* Proficiency in conducting complex reference interviews, analyzing requests and applying research skills to locate specialized information or provide customers with alternative sources.
* Expertise in providing efficient, courteous public service and present a positive image of the library in attitude, appearance, and performance of duties.
* Proficient in applying policies and using independent judgment within policy boundaries.
* Ability to function under flexible and changing conditions.

**Physical Requirements:**  include the ability to do repetitive work including hours of standing, bending, kneeling, shelving, lifting, pushing and pulling. Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements:**  Must be able to work a flexible schedule including weekends and evenings. Must pass a criminal background investigation. Must possess a good driving record, a current Colorado Driver’s License and automobile insurance.

**Equal Opportunity Employer**