



**Job Announcement
Youth Services Department Head**

Department: Youth Services
Job Title: **Youth Services Department Head**
FLSA Status: Exempt
Reports to: Assistant Director
Supervises: Assistant Department Head, Youth Services Librarians

JOB SUMMARY

The Youth Services Department Head is responsible for the supervision of staff and operations of the Youth Services department and contributing to the development of the Library as a part of the management team. Duties include providing and cultivating excellent customer service, managing the daily operations of the department, providing and guiding reference services, oversight of youth programming, creating and fostering opportunities for community engagement and partnerships, and facilitating collaboration across departments.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Administrative duties, such as planning and preparing work schedules; preparing and monitoring departmental budgets; preparing and monitoring monthly, quarterly, and annual department statistics; maintaining, developing, and communicating accurate and current policies and procedures for the department.
- Supervisory duties, such as conducting employee performance evaluations and coaching; providing regular feedback and support; ensuring a high level of productivity among department staff; documenting and addressing performance issues; planning and leading staff meetings/trainings; assisting in recruiting and training new staff; ensuring staff participation in devising and achieving departmental and library goals; supervising volunteers.
- Operational duties, such as setting and adjusting workflow priorities; ensuring departmental contribution to online content; delivering and managing customer service at the reference desk or other service points as needed; resolving patron complaints/issues; overseeing the development and implementation of innovative programming; marketing library materials, collections, and services; seeking and promoting engagement with community organizations and agencies.

- Leadership duties, such as working with the management team to update and develop policies and procedure, identify and address library and community needs, develop innovative library initiatives, and contribute to strategic planning.

The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. There may be other duties as assigned.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS AND PREFERENCES

- Required: Indiana State Library Librarian Certification Level 3 or above or the ability to attain one within 18 months of beginning the position.
- Required: ALA Accredited Library Science Degree
- Preferred: 2-4 years of experience working in a public library
- Preferred: Previous management experience
- Required: Ability to work with Windows-based software programs

To perform this job successfully, the job candidate must be able to perform each essential function satisfactorily, either with or without a reasonable accommodation.

PHYSICAL DEMANDS

Frequently: reading, writing, eye-hand coordination, hearing, seeing, and talking. *Occasionally:* standing, sitting, walking, and pushing. *Rarely:* pulling, bending, and squatting.