**Head of Youth Services Position Description – Sunderland Public Library**

**Job Title:** Head of Youth Services

**Hours Worked Per Week:** 25

**Supervision Received:** This position is supervised by the Library Director.

**Direct Reporting Staff:** Volunteers.

**Job Description:**

The Head of Youth Services is responsible for providing administrative, professional, and supervisory work in the area of Youth Services. The Head of Youth Services is responsible for collection development of youth materials, youth program planning, and assists in other library operations. The Head of Youth Services is responsible for the completion of the following tasks:

**Leadership:**

* Provides a vision for the Sunderland Public Library’s youth department and implements strategies to achieve that vision.
* Stays informed of developments and trends in youth services.
* Works with parents, teachers, daycare providers, school librarians, and other professionals in choosing resources for the children they serve.
* Reaches out to other community organizations that work with youth to inform them of the library’s services and to collaborate on special projects.
* Participates in professional development opportunities.
* Assists the Library Director with grant preparation.
* Handles patron complaints in the absence of the Library Director courteously and then reports the complaints to the Library Director.

**Collection Development:**

* Selects and purchases all library materials for children, including books, audiobooks, DVDs, and magazines.
* Weeds the children’s collection as needed.
* Reads book review journals.
* Creates thematic book displays.

**Programming/Event Planning:**

* Plans and leads several events for children each month.
* Plans and leads a weekly preschool story time and craft during the school year.
* Plans and leads the Summer Reading Program.
* Coordinates with performers to establish events.
* Stays informed of innovative programming opportunities for children.
* Assists in the promotion of events and programs through the creation of flyers and press releases.
* Rearranges the library space to best suit particular events.
* Maintains the Google Calendar of events.

**Circulation:**

* Supervises all interlibrary loan services, including C/WMARS and Commonwealth Catalog requests.
* Staffs the circulation desk.
* Checks in and out library materials.
* Knows how to use the Evergreen ILS for all circulation tasks.
* Answers the phone.
* Assists patrons with placing holds and searching the OPAC.
* Notifies patrons when holds become available.
* Prints and processes pull list of holds and assigns the completion of pulling the holds to an available volunteer or staff member.
* Records daily patron usage statistics.
* Processes billed library materials.
* Shelves and conducts shelf-reading of library materials.
* Creates library cards and updates patron records.
* Collects and records copier/fax fees and all other monetary donations.

**Reference:**

* Answers reference questions from people of all ages both in person and over the phone.
* Provides reader advisory services for people of all ages.

**Technical Services:**

* Assists patrons in using computers, photocopier, eReaders, mobile devices, and other library related technologies.
* Troubleshoots issues with the public access computers, printer, photocopier, television, and other library-owned devices.
* Assists with the cataloging and processing of materials as needed.

**Other Duties:**

* Opens the building at the start of the day.
* Secures the building at the end of the day.
* Supervises volunteers.
* Stays aware of the condition of the building in the children’s room and reports issues or possible improvements to the Library Director.
* Informs patrons of and enforces library policies.

**The Head of Youth Services may also be assigned additional tasks by the Library Director.**

**Minimum Qualifications:**

* High School Diploma.
* Experience working with children.
* Experience providing customer service.
* Enjoyment of working with diverse patrons of all ages.
* Ability to supervise diverse volunteers.
* Commitment to ongoing professional development.
* Creativity.
* Comfort using a variety of technologies including computers, printers, photocopiers, eReaders, and mobile devices.
* Willingness to learn new technologies.
* Ability to handle multiple tasks simultaneously and assess priorities in a busy setting.
* Ability to maintain composure and treat patrons with kindness in a busy setting.
* Ability to work both independently and collaboratively.
* High level of organizational skills.
* Enthusiasm, energy, and accuracy in the completion of all tasks.

**Preferred Qualifications:**

* Bachelor’s Degree.
* Experience working in libraries.
* Experience using Evergreen ILS.

**Physical Demands of Position:**

* Standing for long periods of time.
* Frequent bending, crouching, reaching, climbing, and walking.
* Ability to push or pull a book truck weighing up to 75 pounds.
* Regular lifting of items weighing up to 20 pounds.
* Ability to work at a computer screen for extended periods of time.