

JOB DESCRIPTION

JOB TITLE: YOUTH AND CHILDREN’S SERVICES MANAGER	
DEPARTMENT: Youth and Children’s Services	REPORTS TO: CEO/Chief Librarian
CLASSIFICATION: Management – Exempt Librarian II	DIRECT REPORTS: Youth and Children’s Services Clerks

JOB SUMMARY Manages the staff, services and collections for the library’s youth and children (birth to age 12); manages the department’s outreach programs; in conjunction with the Programs and Communications Coordinator promotes programs and services for youth and children. Manages the department’s operating budget. Provides department leadership and participates in library planning.

PRIMARY RESPONSIBILITIES	
<i>Library and Community Programming</i>	Plans, presents and evaluates developmentally appropriate library programs with department staff in keeping with the library’s strategic direction and operational plans. Assigns staff for community outreach and onsite service delivery. Evaluates existing and future program requirements in the community. Acts as library liaison to community groups.
<i>Collections</i>	Selects and maintains the Youth and Children’s (YAC) collection in all formats. Plans and allocates space to promote the best use of the YAC collections, programs, and activities.
<i>Management</i>	Manages the YAC Services department. Conducts department meetings. Trains department staff, pages, and provides cross-departmental training. Resolves non-routine patron complaints and conflicts; handles department emergencies.
<i>Leadership</i>	Develops and reviews department policies and procedures in keeping with the strategic plan. Develops and manages operational and budget plans cost-effectively. Evaluates staff performance and development needs. Participates in staff recruitment and hiring.

OTHER FUNCTIONS	
Provides information services, reader's advisory and interlibrary loan services to the public as required.	Handles library-wide issues as person-in-charge when required.

EDUCATION AND TRAINING	
Required Master of Library Science or equivalent education and experience. 2+ years in a similar management role. Bilingual.	Job Development Stays current with library advancements and emerging trends. Follows professional associations, attends conferences and professional training. Continuous self-learning.

EXPERIENCE AND REQUIREMENTS	
Experience working with youth and children.	Solid Microsoft Office Suite and integrated library software (ILS) experience.
Knowledge of youth and children's materials and developmentally appropriate programming relevant to early childhood literacy.	Demonstrated management and leadership experience.

ABIDES BY THE CORE COMPETENCIES OF THE ORGANIZATION	
1. Organizational Commitment	Ability and willingness to align behaviours with the needs, priorities, and goals of the organization.
2. Patron and Public Service Champion	Provides consistent superior service, ensures patron needs are recognized and served.
3. Commitment to Learning	Recognizes the importance of continuous learning and seeking new learning opportunities to improve skill level and performance.
4. Strategic Orientation	Develops plans and objectives. Prioritizes work in accordance with the organization's set strategies, objectives and goals.

5. Innovation	Questions existing methods, improves processes and recommends new perspectives and solutions.
6. Flexible /Adaptable	Reacts to and adjusts positively to change. Works effectively in a variety of situations.
7. Community Perspective	Keeps abreast of important trends that impact the organization in a community context. Understands the role of the library in a community environment.
8. Teamwork/Cooperation	Achieves common objectives by sustaining positive feelings and collaborative relationships.

SKILLS AND ABILITIES	
Superior customer service skills.	Excellent computer, online and social media skills.
Excellent interpersonal skills.	Superior organizational ability in planning and delivering programs and services.

PHYSICAL REQUIREMENTS	
Computer and keyboard usage	Frequent sitting, standing, bending
Lifting library materials	Pushing and pulling book carts

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all the essential functions for this position and agree to comply with all the policies and standards of conduct. As an employee, I will strive to uphold the mission, vision, and core competencies of the organization to sustain our long-term success.

Name: _____	Date: _____
Signature: _____	