

**Position Title:** Head of Youth Services

**Classification:** Exempt, FT

**Weekly Hours Required:** 40

**Reports to:** Library Director

**Exemption:** Professional

**Date of Revision:** 10/1/2025

### **Summary**

*The Head of Youth Services is responsible for the overall planning and direction of the Youth Services Department, leading all department activities working with youth ages 0-18, their families and caregivers. They ensure that all Youth Services are provided to the highest standard via management of staffing, budgeting, and all department operations.*

*The Head of Youth Services enjoys working with children, teens, and their families, has extensive working knowledge of children's and young adult literature, provides exceptional customer service, and leads a team-centered approach to work at all levels of the department. They are deeply committed to forming and maintaining healthy, positive, supportive relationships with all library colleagues and maintaining appropriate professional boundaries both with fellow staff and patrons.*

### **Essential Functions and Responsibilities**

*The duties outlined are intended only to illustrate the various types of work that may be performed. The omission of a specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Department Management: Sets and promotes the mission of the department in consultation with the Library Director. Develops and tracks youth services budget (including alternative funding sources) with the Library Director. Schedules staff in a timely and well organized manner. Takes responsibility for the proper functioning of the department, along with support from the Library Director.
- Personnel Management: Trains, supports, and directs Youth Services employees. Participates directly in performance reviews of all Youth Services staff. Creates a positive, supportive work environment for all Youth Services staff.
- Collection Development: Does all selecting and ordering of children's collections and provides supervision for Teen collection purchases. Plans and implements collection development projects, including, but not limited to, weeding, reorganizing shelving and room schematics. Provides excellent reader's advisory services.
- Spaces: Plans shelving arrangements and identifies needs to improve the children's and teen areas for patron use. Oversees general upkeep, space management, and decoration of the children's and teen areas.
- Programming: Creates comprehensive and timely plans for programming including (but not limited to) story times, after school activities, large events, summer reading programs, book clubs, youth advisory groups, and more. Directs and works with Youth Services staff to schedule, plan and implement programs that meet and exceed the community's expectations and needs. Manages staff schedules in order to provide program staffing appropriately without creating disruptions to other patron services.
- Publicity: in conjunction with colleagues and library leadership, develops marketing plans and works with Youth Services staff to implement publicity initiatives. Contributes to the

effective development and dissemination of Youth Services marketing materials across multiple communication channels, including social media.

- Outreach Services: Develops and oversees outreach plans for the department. Organizes and works with youth services staff to provide outreach to the community.
- Circulation Services: Ensures proper coverage for the youth circulation desk (based on library needs). Shares responsibility for staffing youth circulation desk and performs all associated tasks.
- Serves as a department head and part of the management team of the library, including taking responsibility for the library as a whole as the manager on duty during Saturday rotations and other instances as needed.

### **Knowledge, Skills, and Abilities**

- Demonstrated knowledge of child development, children's and young adult/teen literature, youth services trends, and presenting age-appropriate programs.
- Effective personnel management skills and leadership capabilities, including supervisory experience of one or more employees and or/volunteers. Ability to establish and maintain productive, kind and supportive working relationships with others; maintains professional demeanor; works positively and effectively within a team model.
- Is self-motivated and proactive; demonstrates creativity, initiative, enthusiasm, and vision; exercises independent, sound judgment.
- Demonstrates patience, tact, optimism, a friendly disposition, and the willingness and ability to handle difficult patrons, staff, and situations.
- Adaptable to change; ability and willingness to quickly learn and apply new skills.
- Effective verbal, non-verbal, and written communication skills.
- Familiarity with and demonstrated success using technologies in place in the library.
- Capable of physically performing the essential functions of the job, with or without accommodation.

### **Education, Experience, and Training**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

- Masters of Library and Information Science from ALA accredited degree program highly preferred.
- Prior library experience, with demonstrated increasing responsibility over time.
- Advanced degree in education or other youth-focused field with corresponding experience
- Considerable, successful experience working with children and/or teens in a similar setting
- Experience supervising employees or managing a department, including performance appraisal.

### **Supervisory Responsibilities**

- All staff assigned to the Youth Services department.

---

## **EMPLOYMENT STATEMENTS**

**Physical and mental requirements; work environment**

- Work is performed in-person, in a primarily standard office/retail environment and will include sitting at a desk or computer, standing at a counter, or moving around within the library building. Work involves bending, twisting, reaching, stooping, kneeling, and crouching.
- Activities may need to be sustained for an extended period of time or may be brief and change quickly.
- Physical exertion is required to lift supplies and library materials from overhead, varying heights of shelving, and the floor. Pushing and pulling weighted objects (ie: shelving carts) on wheels is required.
- Work is subject to regular interruptions, noise, and other disruptions natural to working in a public space.
- Sufficient vision, hearing, and other powers of observation are essential to read and sort library materials and to interact positively with the public and colleagues.

**Work authorization**

- Criminal background check
- I-9 Form

**EEO statement**

The Wiggin Memorial Library provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, sex, race, creed, color, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Wiggin Memorial Library complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**Classification summary**

Employees in this class follow policies and procedures in order to complete work that supports the library mission and goals and provide customer service. The primary functions of the Youth Services Assistant include direct customer service, collection maintenance, programming, and assisting the other Youth Services staff. This employee is required to meet standards for public service and accuracy goals. Work is performed independently with supervision, direction, and guidance from the Head of Youth Services who reviews work for services provided to patrons, and professional library standards. Errors in judgment could have negative impact on the public's access to services and acceptance of programs, personnel, and facilities.