



**TITLE: Youth Services Manager**  
**GRADE: 9**  
**FLSA: Non-Exempt**  
**DATE: 2/3/2022**  
**REPORTS TO: Branch Manager II (Downtown Branch)**

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**Job Summary:** Manages Youth Services department and staff in delivery of customer and information services.

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Essential Functions:

1. Supervises Youth Services staff in department operations, including scheduling and managing information desks, special events, programs, tours; negotiating leave; managing time sheets, and related personnel issues; scheduling regular department meetings, one-on-one discussions with individual staff, and performance counseling and reviews.
  2. Establishes, prioritizes, and oversees division of work among staff, including materials selection and collection responsibilities, team assignments and projects, public relations, programs, community outreach, public computer instruction, technology needs, electronic and Internet resources, web page presence, and other work belonging to the Youth Services department.
  3. As member of Youth Services staff, provides customer services and participates in staff, team, and Library activities as described in Library Associate I/II.
  4. Assumes primary responsibility for the department's participation in special local, regional, and statewide Library and/or community initiatives, including Summer Reading, CLES (Children's Librarians of the Eastern Shore), and other special outreach projects as needed.
  5. Works closely with the Adult Services Manager to ensure inter-departmental communication and planning related to staffing for information desks in both departments, participation in Library programs or community events, staff training and development needs, and other issues related to effective and efficient joint department efforts.
  6. Serves as official liaison/contact for communication among department staff, between staff of both departments, between Administrators and others requiring department input and/or decisions on issues and services.
  7. Participates in employee hiring, training, promotion, disciplinary actions, and dismissal.
  8. Participates in staff development opportunities, including workshops, classes, conferences, and online learning resources.
  9. Participates in planning and goal setting and implementation of the Long Range Plan.
  10. Serves as member of the Management Team.
  11. Coordinates with the Grant Writer to administer grants.
  12. Other duties as assigned.
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## **Required Knowledge, Skills, and Abilities:**

Ability to supervise, train, delegate to, and manage staff and volunteers; knowledge of customer and information services and operations, including print and electronic information services, readers advisory, technology, public instruction, programming, and public relations; ability to maintain effective working relationships with public and staff ; ability to work independently, as part of a team, and without direct supervision; ability to understand and interpret library policy and procedure to customers; ability to solve problems, negotiate situations and issues, and make independent judgments and decisions.

Specialized knowledge, licenses, etc.: LATI (Library Associate Training Institute) certification required for Bachelors degree employees within 2 years of hire with re-certification required every 5 years.

Supervisory responsibility, if any: Library Associates I and II in Youth Services  
Library Assistants I in Youth Services and Volunteers

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## **Education and Experience:**

1. Bachelors degree
2. 3-5 years relevant experience in Information Services in a public Library

## **Physical and Environmental Conditions:**

Position based at Main Library. Some travel required for continuing education, meetings, community events, and related activities. Some evening and weekend hours as needed. Light physical effort in the handling of light materials or boxes up to 30 pounds.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.