



Job Description Head of Teen Services

Department: Teen Services
Reports To: Library Director
Job Classification: Full-Time, Regular, Exempt, Salary Range \$20.51-\$32.82/hour

Job Summary: The Head of Teen Services manages day-to-day departmental activities according to Library policies and procedures and coordinates system-wide teen collection development and programming.

Mission: We will serve our community by providing fun and educational experiences through our customer-focused staff and technology. The Head of Teen Services supports that mission by ensuring that the Library's Teen Services programs, services, and materials are meeting the needs of the community.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library patrons, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- Master's degree from an American Library Association accredited library school.
- Four years professional library experience, including some experience in youth services and an aptitude toward staff supervision, or an equivalent combination of education, experience, and training.
- The ability to provide own transportation when participating in off-site Library business or activities.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Ability to lead, supervise, and motivate employees.
- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Stay abreast of emerging technologies and media trends and embrace innovation and experimentation with technology related tools.

- Maintain an awareness of developments in the field of public library service.
- Demonstrate working knowledge of the principles and practices of public librarianship as it appeals to young adults/teens.
- Excellent verbal, written, and telephone skills.
- Ability to establish and maintain effective relationships with patrons, staff, and the general public.
- Ability to organize and prioritize Teen Services staff workload.
- Ability to perform several tasks simultaneously and under occasional pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to operate and instruct others in operation of computer terminals and other equipment.
- Ability to administer a budget.
- Ability to maintain confidentiality of information handled.
- Ability to recognize and respond to potential dangers to patrons and staff.
- Demonstrate working knowledge of the principles and practices of public librarianship as it appears to fiction, popular literature, and audio visual materials.
- Ability to develop long-term plans and programs, and to evaluate work-related accomplishments.
- Ability to assess library service needs as they relate to support of the Library's service to the fiction and popular literate reader along with the AV viewer and listener.
- Ability to assess situational needs and develop and implement action plans accordingly.
- Ability to solve problems using innovative and proactive techniques.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public, media and others.
- Ability to effectively monitor, train, supervise, evaluate, coach, delegate and discipline subordinates as necessary.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

Essential Duties:

- Supervise and/or perform all duties associated with Teen Services (collection development, programming, creating displays and promotions, performing reader's advisory services, weeding, etc.)
- Provide exemplary customer service to patrons by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, monitoring behavior of library users, and ensuring that the library is neat and orderly.
- Initiate Inter-library loan requests by verifying materials not in library consortium and placing request.
- Instruct and assist patrons in how to use Public Access Catalog terminal and other Library equipment.
- Ensure Library environment is pleasant, inviting, neat, orderly, and safe.
- Address patron complaints and concerns.
- Prepare Department for opening and closing.
- Develop annual department goals, objectives, and budget.
- Participate in Library System long-range planning, goal-setting, collection development, and development and implementation of policies and procedures.
- Evaluate system-wide equipment, materials, services, programs, procedures, and recommend purchases and changes to Director.
- Compile information and statistics and prepare and submit reports to Director.
- Participate in department staff hiring, evaluation, and train staff how to perform duties according to standardized procedures and follow and implement Library policy.
- Prepare work, approve vacation schedules, and verify staff payroll time sheets.
- Delegate tasks among department staff members.
- Inform staff of Library policy and procedures.
- Ensure staff duties are performed properly and in a timely manner.
- Prepare marketing materials as they relate to the department programs and services (i.e. flyers, press releases).
- Communicate with vendors and resolve problems.
- All other duties as needed or as assigned.

Additional Duties:

- May attend library continuing education activities or represent Library at conferences and area events.
- May represent library at community outreach events such as parades, festivals, etc.
- May fill photocopier and other equipment with paper and toner, clear paper jams, and notify service company or vendor for scheduled maintenance and more involved problems.

JOB TITLE: Head of Teen Services

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date