

HEAD OF CHILDREN'S SERVICES

Department: Library
Division: Children's Services
Appointing Authority: Library Director

Grade: 10
Revision Date: 12/2020
Bargaining Unit: C

Definition:

Supervisory and administrative duties in the management and operation of the Children's Services Department of a municipal library, including developing, implementing, directing, delivery and evaluation of effective library service for children aged birth to 14 years. All other related work as required that is logical to the position.

Supervision:

Works under the policy direction of Library Director and the Board of Trustees.

Reports directly to and works under the supervision of the Library Director or designee, but functions independently in accordance with departmental operating procedures. Special projects may be assigned by the Director or Assistant Director.

Supervises up to 5 employees, volunteers, and interns within the Children's Services Department.

Environment:

Varied work in a multi-task environment. Duties are performed under typical library/office conditions. Operates standard library/office equipment. Noise levels are usually quiet to moderate but increase during scheduled events.

Engages frequently with a diverse general public, co-workers, the administration and faculty of local elementary schools, Greenfield city employees, library Trustees, and Friends of the Library.

Errors in duties may result in poor customer service, confusion and delay, waste of public funds, or lower standards of library service for the City and may cause an adverse impact on employee morale or public opinion of the library.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Manages all aspects of the Children's Services Department, including planning, implementation, and daily operation of library services for children.

Evaluates, selects and maintains the library's collection of materials for children aged birth to 14 years.

Plans and conducts programs for children including regularly scheduled story hours, reading clubs, and school vacation programs. Organizes and executes a Summer Reading Program for children.

Provides reader advisory advice to children and their caregivers . Prepares lists of recommended reading, viewing, and listening materials. Provides reference assistance to children, caregivers and teachers. Visits elementary school classes upon request, and hosts in-library elementary school class and other group visits (i.e.: homeschoolers, day camps, ESL, etc.).

Creates a welcoming environment that attracts children and their caregivers to the children's room. Supervises use of all areas of the children's room. Creates engaging and interactive displays.

Develops and maintains effective relationships with local elementary schools and day care centers. Serves as GPL's representative on community-based committees that provide feedback and input to elementary school administration and faculty and on other boards or committees that focus on service to children.

Works with library administration, reading specialists, and community organizations to secure grants to enhance children's services. Maintains accurate financial records of grant funds. Completes all reports by grant-mandated deadlines.

Educates the public about the value of public library services to children. Creatively promotes children's services through traditional media outlets and social media. Communicates on the social media platform(s) most popular with children and their caregivers.

Provides prompt and courteous assistance to library patrons of all ages, assisting them with the use of library materials and services. Performs daily circulation routines at the children's circulation desk. May be required to fill in at the adult circulation desk as needed.

Supervises support staff in the Children's Services Department. Trains new staff in various computer uses, C/W MARS network rules, and children's room policies and procedures.

Evaluates and makes recommendations to the Director regarding the library's programs and services to children aged birth to 14 years. Keeps Director informed of emerging trends or technologies in children's services that could impact overall library service. Ensures that departmental services are efficient and effective, and that exemplary customer service standards are met. Contributes ideas towards development of general library policies or procedures to improve overall operational functioning.

Maintains and updates skills and knowledge of library services and trends, especially as they relate to children services, by attending professional meetings, workshops, and other continuing education opportunities, and by reading professional literature. Participates in network and regional library committees and meetings, as time and schedule permit.

Minimum Qualifications:

Education and Experience:

MLS from an ALA accredited library school with emphasis on children services preferred; three years of experience in children's public library service preferred; or, a combination of education and experience that enables performance of all aspects of the position. Supervisory experience required.

Knowledge, Ability and Skill:

Requires an understanding and enjoyment of children and young adolescents, aged birth through 14 years; a working knowledge of children's literature; excellent organizational skills in order to plan, promote, and conduct activities; ability to manage children's behavior issues; ability to manage large groups. Must be intuitively aware of safety issues in and outside the building.

Requires knowledge of collection development and circulation operations in a public library. Requires extensive knowledge of the techniques and practices of good customer service.

Ability to present ideas, provide instructions, and perform story-telling and other presentations. Ability to develop public relations materials, including flyers and posters.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office, G-Suite, and the internet required; familiarity with database programs and computer hardware and software systems.

Requires effective communication skills and the ability to follow oral and written instructions, to multi-task, to maintain composure in fast-paced and stressful work situations, and to work independently with minimal to moderate supervision.

Ability to communicate effectively and professionally with members of the general public on a daily basis; to develop and maintain harmonious relationships with co-workers, City officials, community organizations and the general public and apply good judgment in resolving customer service issues; to plan, analyze, and carry out projects; to consult and offer advice, to facilitate groups, and to meet deadlines.

Must perform all aspects of job responsibilities with honesty and integrity.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, standing, talking, walking, and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving book carts, files, books or other library printed materials up to thirty (30) pounds. Requires the ability to operate a keyboard and view computer screens and the ability to adjust focus and read small print. Hearing ability requirements include telephone duties and the ability to interact with co-workers and the general public.

Must be able to stoop, kneel, bend, reach forward and above the head; lift books and other materials; bend and extend reach for such tasks as shelving books or emptying book drop; may spend extended periods at computer terminal, on telephone, or operating other tools requiring eye-hand coordination and finger dexterity.

Special Conditions:

Must successfully pass CORI/SORI checks; may involve some night or weekend work as assigned.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 12/2020 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 12/2020

Department Head

Mayor

['C' Review: _____]