



JOB VACANCY ANNOUNCEMENT: YOUTH SERVICES MANAGER

OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Application review will begin no later than July 23, 2018, and continue until the position is filled. Applicants whose qualifications best match the requirements of this position will be contacted for an interview.

VIGO COUNTY PUBLIC LIBRARY

Posting Date: June 19, 2018

YOUTH SERVICES MANAGER: Opening for a full time 40 hours per week non-exempt management position in the Youth Services Department of the Vigo County Public Library.

GENERAL DESCRIPTION: The Youth Services Manager is responsible for overseeing department strategies and operations that deliver quality library services for ages infant through teen and their caregivers. Participates in a system-wide management group to drive, implement, and support organizational initiatives, outcomes, and values.

JOB FUNCTIONS:

Core Essential Manager Functions:

- Provide oversight and direction for your department in accordance with VCPL's policies and procedures.
- Establish and maintain a comprehensive level of knowledge of the functions, operations, and mission of your department.
- Lead staff to meet VCPL's expectations for productivity, quality, and goal accomplishment.
- Serve as a role model that encourages accountability, integrity, constructive engagement, and teamwork.
- Establish and maintain transparent, interactive, and effective communication to facilitate department operations.
- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that violate VCPL Standards of Behavior in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Frequently:

- Manage day-to-day operations in the Youth Services (YS) Department ensuring department goals and quality of service standards are met and resources are effectively and efficiently allocated.
- Engage in customer service interactions and participate in regularly scheduled service desk coverage.
- Oversee YS department budget management, collection development activities, program planning and implementation, outreach services, and community activities.
- Provide behavioral and functional leadership through training and development of staff with ongoing assessment of needs facilitated by regular interaction and communication regarding department workflow, activities, services, and initiatives.

- Participate in VCPL management team activities, ad hoc committees, and functional groups to develop solutions for procedure, policy, and service.
- Serve as the management group Manager on Duty (MOD) on a regular rotating basis during evenings and weekends. MOD provides system-wide coverage to address issues and concerns that require management intervention.
- Communicate with Director of Public Services on a regular basis regarding department goals, development, and workflow.

Essential Functions Performed Regularly:

- Conduct regular YS Department meetings to discuss departmental and system-wide goals and initiatives, workflow issues, and policy or procedural changes.
- Conduct YS department personnel functions including but not limited to time and attendance management, performance appraisal processes, and in conjunction with HR participate in hiring, corrective action, discipline, and termination processes.
- Coordinate large scale programs and events such as Summer Reading and Family Learning Day with the Program and Event Manager.
- Oversee and facilitate YS participation in community programs and events that support services to YS target audiences.
- Pursue grant opportunities relevant to YS in coordination with Division Director and Public Relations Manager. Implement and oversee grants awarded including financial, statistical, and narrative reporting.
- Attend continuing education programs, workshops, conferences, etc. for continued professional development and required Indiana Librarian Certification units.

Additional Functions Performed Periodically:

- Oversee YS content on VCPL website and make recommendations for updates to ensure accuracy and maximum marketing impact.
- Coordinate YS content for inclusion in VCPL monthly electronic newsletter; proof entries prior to publication.
- Prepare monthly YS reports for the Executive Director's Board Report.
- Stay abreast of emerging trends in the public library profession.
- Perform other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate.
- High degree of mental acuity and verbal communication skills.
- Ability to effectively prioritize and organize workload and workflow.
- Ability to utilize computer keyboard and see computer monitor.
- Ability to perform repetitive hand movements using computer keyboard.
- Ability to file alphabetic and numerical systems.
- Ability to stand or sit for long periods of time.
- Ability to lift items ranging from 10-25 pounds.
- Ability to reach heights up to six feet utilizing step stool or step ladder and bend to floor levels.
- Ability to push carts from 25-75 pounds.

WORK SCHEDULE: 40 hours per week work schedule. The primary work schedule for this position is 8:30 AM-5:30 PM Monday through Friday. Schedule also includes evening and weekend work to perform Manager on Duty functions, to meet department scheduling needs, and to assist with special programs and events. Sunday hours are paid at over-time rate.

QUALIFICATIONS:

Professional Skills:

- ALA accredited MLS Degree; must be able to obtain Indiana Librarian Certification at the Department and Branch Head Level of LC3 or higher (Requires 75 LEUs per 5 year certification period).
- Three or more years of professional experience required, preferably in a public library setting.
- Two or more years of supervisory and/or management/administrative experience required.
- Strong knowledge of basic reference sources and library operational processes required.
- Prior experience with the development and implementation of programming for youth required.
- Experience in providing instruction in group or individual settings, including the use of technology in an educational or library setting highly desirable.
- Strong computer and information technology skills required, including Windows, Microsoft Office, and keyboard skills.
- Ability to create, compose and edit written materials required.
- Ability to evaluate and adjust quickly to a changing work environment including changes in technology.
- Ability to calmly and competently manage concurrent multiple priorities and tasks.
- Demonstrated excellent written and oral communication skills required.
- Ability to conduct public speaking and programs required.
- Ability to work independently and maintain efficient workflow required.
- Strong commitment to institutional and community service required.
- Ability to be available for evenings and weekends including regular workflow coverage, Manager on Duty coverage, representing VCPL at community events, programs, professional meetings etc., and on-call basis for library consultation and emergencies as part of the VCPL Management Team.

Interpersonal Skills:

- Ability to provide strong leadership and interact as a team member in a multicultural environment required.
- High degree of resourcefulness, tact, patience and demonstrated good judgment required.
- Strong interpersonal skills and the ability to work effectively with a wide range of people in a diverse community required.
- Ability to maintain confidential information required.
- Prior experience in and enthusiasm working for the public desired.
- Ability to project friendliness, enthusiasm, and positivity required.

WAGE/BENEFITS: Job Class 3, full-time non-exempt position. Rate of pay is \$19.2309 per hour, which is equivalent to an annualized salary of \$40,000.22 (\$1,538.47 bi-weekly in 2018) based on two 40 hour workweeks; optional participation in the Anthem Blue Cross Blue Shield PPO Health Plan or High Deductible Health Plan with HSA, Anthem Blue View Vision Insurance, and Guardian Dental insurance (Through September 30, 2018 employee contributes \$129.12 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$22.98 for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 11 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment.

APPLICATION INSTRUCTIONS: Application review will begin no later than July 23, 2018, and continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview. Preferred methods of application: Visit the VCPL website at www.vigo.lib.in.us and click on: About > Careers @ VCPL to view, download, and complete the application form and email it along with cover letter, resume, and three professional references to application@vigo.lib.in.us, or submit application materials online at www.indeed.com. Application may also be submitted online at www.IndianaCAREERconnect.com powered by WorkOne.

Vigo County Public Library is an E-Verify Employer.

- **Current library employees who wish to be considered must complete the VCPL Application for Employment form and submit it with application materials to Human Resources. Application review will begin no later than July 23, 2018, and continue until the position is filled.**

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The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.