

# TEEN SERVICES DEPARTMENT HEAD

(Range 121)

## **DEFINITION**

Performs a variety of professional and supervisory work to include the planning, coordination, implementation of programs and partnerships, and operation of the Teen Services Department and Teen Tech Center at a branch library.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Branch Manager.

Receives general direction from the Youth Services Manager.

Exercises direct supervision over assigned subordinate staff.

## **RESPONSIBILITIES:**

**Essential and marginal functions and responsibilities may include, but are not limited to the following:**

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

1. Ensures the efficient operation of the Teen Services Department and Teen Tech Center within a library branch.
2. Provides exceptional internal and external customer service to promote a positive patron experience.
3. Establishes procedures and guidelines, and prepares strategic and long-term goals and objectives for the department.
4. Supports youth in planning for the future, including pursuing academic and job opportunities that leverage their skills and experience.
5. Assists youth with a variety of projects, including development, implementation, and locating mentors.
6. Recruits, trains, and supports volunteer mentors, ensuring they work effectively with youth.
7. Provides community outreach to involve a diverse group of young people, parents, teachers, and community leaders; conducts visits to schools, community centers, and other organizations to promote teen services.
8. Confers with teachers, parents, and community groups to assist in planning, organizing, and implementing special programs and exhibits to improve young adult communication, creativity, and job skills; and to encourage greater patronage of the Library District.

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9. Develops and/or maintains partnerships and support through local and national organizations.
10. Ensures that the calendar of programs, activities, and events for the department is maintained.
11. Compiles and submits appropriate marketing, promotion, and public relation programming activity requests, which may include writing draft copy for collateral materials.
12. Assists with and promotes publicity efforts for Teen Services and/or partnership activities by speaking publicly. Conducts presentations to staff, Administration, Board of Trustees and community groups as needed.
13. Provides recommendations for teen collection materials and works with materials selectors and Collection & Bibliographic Services staff to strengthen and maintain the Teen Services collection.
14. Supervises book expenditures and materials ordering for Teen Services Department.
15. Recommends possible grant funded initiatives for teen programming.
16. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, recommending discipline, and completing appropriate performance evaluations.
17. Directs and prioritizes the work of subordinate staff and volunteers.
18. Exercises decision-making skills in developing procedures and programming; budget and equipment evaluation; program coordination; and handling staff and patron issues.
19. Provides information about District-wide activities, facilities, and services.
20. Interacts extensively in person, over the telephone, and electronically in the general correspondence with Library District staff and management, other library systems, outside agencies, partners, vendors, and the general public.
21. Resolves a wide range of routine and non-routine issues and difficult situations including mediating between external and internal users and departmental staff; and interprets policies, procedures, and guidelines for staff.
22. Responds to public and staff inquiries in a courteous and timely manner.
23. Maintains compliance with the Library District, Branch, and Youth and Teen Services Department policies and procedures and explains policies and procedures to patrons and staff.
24. Conducts tours of the Teen Services Department and Teen Tech Center for teachers, students, schools, and other interested groups.
25. Decorates the department with appropriate accessories utilizing teen created artwork and projects.

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26. Prepares, submits and summarizes various routine and non-routine reports.
27. Maintains, tracks, and files a variety of patron and statistical data and records.
28. Utilizes a variety of electronic devices, sound recording equipment, printers, automated library systems, and software programs including e-mail, Internet, social media, and other digital tools and resources.
29. Provides basic computer maintenance, including file management, trouble-shooting, and technical support.
30. Stays abreast of new trends and innovations in the field of young adult and teen services; attends training activities related to the latest innovations and practices in the field.
31. Attends and/or conducts meetings and training sessions onsite and offsite, and participates in sharing ideas and issues in support of collaborate projects across networks.
32. Participates on interview panels and selects staff for assigned department and assists with the training of District staff upon request.
33. Maintains positive communication between branch staff, other departments and Library District Administration.
34. Operates library and general office equipment including but not limited to copy machine, telephone, and fax machine.
35. Maintains a safe environment for both staff and patrons.
36. Promotes and supports the overall mission of the District by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a harmonious and effective workplace environment.

**Marginal Functions:**

1. Serves as "Person-in-Charge" as needed.
2. Assists in other departments as needed.
3. Attends and participates in professional association meetings and seminars, and other applicable training sessions.
4. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Library District's overall mission and strategic initiatives.
2. Youth culture, including social media and children's and young adult literature.

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3. Youth development, coaching, and instruction.
4. Informal learning environments and the principles of collaborative learning and interest-driven learning.
5. Determining community needs and interests, and methods for providing resources.
6. Working with youth in underserved neighborhoods.
7. Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.
8. Current service models, research, trends and developments in the field of teen services and public libraries.
9. Change management techniques and practices.
10. Organizational and time management skills.
11. Planning methods and techniques.
12. Basic supervisory principles and practices.
13. Effective supervisory techniques and practices.
14. Diverse leadership styles and skills.
15. Report and record keeping principles and methods.
16. Basic accounting principles and procedures.
17. Principles of budget development, administration and control.
18. Principles and practices of program management.
19. Principles, practices, and techniques of public library services.
20. Children's and young adult literature.
21. Library of Congress Classification System.
22. Research techniques, and the sources and availability of current information.
23. Automated systems used in libraries including on-line tools and resources, Internet and computerized catalogs.
24. Various software programs and associated technologies including but not limited to Photoshop, Scratch, and digital recording software.
25. Library District, Branch, and Department policies and procedures.
26. Pertinent federal, state and local laws, regulations, and ordinances.

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27. Correct business English including spelling, punctuation, and grammar.
28. Library District terminology and functions.

**Ability to:**

1. Establish and maintain effective working relationships and partnerships, both internal and external, during the course of work.
2. Effectively perform outreach to the community.
3. Supervise and direct the work of subordinate staff and volunteers.
4. Exercise initiative, independent judgment and discretion.
5. Exercise good judgement and make sound decisions.
6. Work effectively under pressure and meet deadlines.
7. Plan, develop, organize, and prioritize projects and work assignments for efficient results.
8. Quickly learn and teach basics of new software and equipment (creative software such as Adobe Photoshop, etc., and new technologies e.g. 3D printers, Carvey, etc.)
9. Accept and manage change and maintain flexibility.
10. Initiate change that improves service.
11. Perform multiple tasks concurrently.
12. Work quickly and accurately.
13. Prepare clear and concise reports.
14. Understand and follow oral and written instructions.
15. Interpret and explain Library District, Branch and Department policies and procedures.
16. Work both independently and as part of a team.
17. Serve library patrons and staff with patience, tact and courtesy.
18. Communicate clearly and concisely, both orally and in writing.
19. Effectively communicate with and elicit information from difficult, upset and irate patrons.
20. Motivate and mentor staff, volunteers, and youth.
21. Plan, organize and conduct meetings and public speaking activities.

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22. Maintain the mental capacity for effective interaction and communication with others especially young adults.
23. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
24. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - conducting story hours and programs;
  - operating assigned equipment.

**Skilled in:**

1. Instructing others in the use of library resources, technical equipment, and services.
2. Planning, directing, and reviewing the work of others on a project or day-to-day basis.
3. Instructing others in work procedures.
4. Library research techniques and literacy programming implementation.
5. Making accurate arithmetic calculations.
6. Maintaining accurate records, files, and inventories of equipment.
7. Preparing clear and concise reports, correspondence, and other written materials.
8. Using initiative and independent judgment within established procedural guidelines.
9. Organizing own work, setting priorities, and meeting critical deadlines.
10. Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
11. Establishing and maintaining effective working relationships with those contacted in the course of the work.
12. Use of automated library systems.
13. Use of a variety of electronic devices, resources and associated software programs.
14. Use of library and general office equipment.

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Training and Experience:**

Bachelor's degree required. Two (2) years of professional experience in youth/teen services or three (3) years equivalent experience with youth/teens.

**License, Certificate, or Requirements:**

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

AED/CPR certification within six (6) months of date of employment.

**Physical Requirements:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in an office setting, use standard office equipment and stamina to sit or stand for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

Work is subject to travel.

**FLSA: EXEMPT**  
**CBA: SUPERVISOR I**  
**DEVELOPED: JULY 1, 2017**