

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
DIVISION MANAGER, YOUTH AND OUTREACH SERVICES	EXEMPT
Division	Pay Range
YOUTH AND OUTREACH SERVICES	30

JOB SUMMARY

As a member of the Laramie County Library System (LCLS) Management Team, the Division Manager is responsible for the organization, management, supervision and effective functioning of the Youth and Outreach Services Division (YOS) including the day-to-day management of staff, the bookmobile/homebound services, public service, programming, grant writing, community partnerships, training and staff development. The Division Manager is responsible for encouraging, leading and directing assigned staff by providing initial and on-going training, giving confidential feedback, and implementing policies and setting procedures for the division.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Sets high performance standards and functions as a role model of exceptional public service. The professionalism projected to the public by the division staff is the direct responsibility of the Manager. Ensures all staff working in the division provide exceptional customer service.
3. Drawing from direct public contact and interaction with other divisions, uses insight and creativity to develop a vision and plan for the division within the context of the library organization.
4. Organizes, supervises and ensures the effectiveness of the YOS Division, including reference service, programming, tours/bibliographic instruction, outreach, readers' advisory, clerical and creative activities.
5. Displays good time management skills.
6. Utilizes effective and thorough communication skills to ensure that the areas supervised function as an integral part of the LCLS. Exhibits effective oral and written communication skills.
7. Responsible for identifying, writing/applying for, administering, implementing and evaluation of grants relating to the division's goals.
8. As a working supervisor, maintains a thorough understanding and knowledge of all positions within division, and effectively communicates with staff and coordinates activities. This requires working the public service desk as well as doing tasks that are necessary for the smooth running of the division. Tasks range

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from straightening all areas of the second floor to storytelling to cleaning the bathrooms.

9. In collaboration with the Assistant County Librarian, hires and participates in the termination of YOS staff. Responsible for the supervision and evaluation of YOS staff.

10. Conducts initial and on-going training. Delegates duties as fits the skills and abilities of staff within the division. Challenges staff members to broaden their skills and knowledge, which includes promotion of continuing education opportunities and funding possibilities.

11. Understands and is able to do preliminary troubleshooting of the library's technology including the connectivity of the network and software applications.

12. Maintains knowledge of policy and procedures of LCLS and YOS. Interprets and applies policy in order to make decisions regarding patrons, staff and procedures.

13. Works in cooperation with the Volunteer Coordinator to recruit, train and supervise volunteers in the division.

14. Directly or indirectly oversees collections within YOS including selecting, replacing and weeding materials in all formats; ensuring orders are placed according to the weekly schedule; and ensuring that expenditures do not exceed budgeted amounts. Develops customer-driven collections based on customer and staff input, knowledge gained through personal public service, selection tools and other sources. Responsible for system-wide children and teen collection development.

15. Plans, coordinates and implements youth and outreach programs system-wide. These include weekly story times, tours, summer reading celebration, winter reading challenge, guest storytellers, authors, exhibits and special programs.

16. Promotes teamwork within the division and the library. Exemplifies teamwork on a regular basis.

17. Ensures that scheduling of staff is done in a timely and fair manner so that the public desks, programs, tours and outreach are adequately staffed and employees work the required number of hours.

18. Works directly with the public to make exceptions, explain policies and resolve problems, calling on assistance from the Assistant County Librarian or others from the management team when appropriate.

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19. In tandem with an assistant manager, works as the building supervisor at least one evening a week. Participates in the weekend supervisor rotation with other managers – generally one weekend every six weeks. Supervisor-on-duty includes serving as the supervisor of all employees working during those times. Works with building security personnel.

20. Ensures effective operation of automated systems used in the division, which includes troubleshooting, problem solving and staff and public training. Provides recommendations for development of systems reflecting the changing needs and interests of children and teens.

21. Responsible for minor maintenance, cleanup and reporting of all concerns to Burgeon Group and follow up on repair requests. Responsible for education of parents, teachers and other users who interact with all Burgeon items. Primary contact for Burgeon Group installation.

22. Works with the Outreach Coordinator to set schedules for visits to daycares, schools, etc. Works with the Outreach Specialist to set the bookmobile schedules for yearly cycles.

23. Responsible for the library bookmobile, including drivers' training, maintenance and repair. Ensures all outreach employees have appropriate training prior to driving any library vehicle.

24. Performs other related duties as assigned.

MINIMUM REQUIREMENTS

- Master's degree in Library Science (or equivalent) from an ALA-accredited institution
- 4 years of relevant experience OR
- The equivalent combination of education and experience

REQUIRED CERTIFICATIONS, SKILLS AND ABILITIES

- Must have a current driver's license valid in the State of Wyoming or the ability to obtain
- In-depth knowledge of child/teen development and literature and/or course work in this field

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- Proficiency with a variety of software programs and systems related to the operations of the library including word processing, Internet, e-mail, automated library systems and Windows
- Working knowledge of public library operations
- Ability to supervise, coach, train and lead other workers
- Proficiency in applying good customer service skills
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks
- Willingness to work flexible schedules including weekends and holidays
- Ability to speak, read, comprehend and write the English language

REPORTING RELATIONSHIPS

Reports to: Assistant County Librarian

Supervises: All staff and volunteers of the Division, either directly or indirectly through subordinate supervisors.

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files and/or stacks of material from one location to another.

LATEST REVISED DATE 2/2008