

## HEAD OF CHILDREN'S SERVICES

### **Position Purpose:**

The purpose of this position is to supervise the operations of the Children's Department; supervise children's staff and volunteers, provide reference and reader's advisory services, create, plan, organize, and supervise children's programming. Manage and disseminate publicity for department, manage children's collection, and deliver library services to children, their parents, caregivers and other patrons; perform all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs professional library work of a diverse nature; requires the exercise of independent judgment and initiative in the planning and provision of children's services.

*Supervision Received:* Work is performed under the general direction of the Library Director. Employee establishes own work plan and completes work in accordance with established library policies and standards. Unusual situations or cases involving clarification of library policies and procedures or questionable situations are referred to the Director.

*Supervision Given:* Has supervisory responsibility for up to 10 part-time library staff and volunteers. Assists the Library Director with evaluating, hiring, and disciplining staff in accordance with established library policies and procedures. May act as Librarian in Charge.

### **Job Environment:**

Work is performed under typical library conditions; the noise level is moderate at most times. Essential functions are regularly performed without exposure to adverse environmental conditions. Library operating hours regularly require evening and weekend work.

Operates standard office equipment including computers and peripherals, telephone, and library equipment. Regular use of Microsoft Office (specifically MS Word, MS Excel) required, proficiency in all social media outlets, management of library calendar through calendar software (Assabet) required, ability to update and manage library's website necessary (Wordpress), and use of Canva to promote library programming.

Has constant contact with the general public, children, parents, and childcare providers and regular contact with schools, teachers, children, other librarians, other Town Departments, Library Trustees, The Goodnow Library Foundation, other community leaders and other community organizations. Responsible for communicating to the public the program and collection offerings of the Children's Department.

Adjusts pace and priorities based on the level of activity – balancing two or more duties effectively.

Has access to department-related confidential information including patron records.

Errors could result in delay or reduced levels of service and/or adverse public relations.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.)*

Creates, plans, organizes and implements children's department programs and services for multiple age groups based on nationally recognized library standards. Creates policies and procedures for the department and library. Oversees the development and maintenance of collection, analyzes patron/community needs. Provides assistance to children and adults in use of all library resources.

Provides information and resources to patrons of all ages from all available resources.

Provides programming for children from infancy through 11 years old, parents, caregivers, teachers, families, and students of children's literature. Plans and hosts regular special event programs for children. Manages departmental programming funds.

Researches, selects and orders both print and non-print materials for the Children's Department. Responsible for managing Children's Department's print and non-print budget. Keeps collections current and reflective of community needs.

Selects books and other materials to be retired from the collection following established guidelines.

Provides reference and reader's advisory service to children, parents, and children's service providers.

Work closely with staff to design a creative and educational summer reading program.

Creates displays, booklists, and publicity to draw attention to library services and resources and encourages use of them. Publicity items include printed calendar, online calendar (managed through web-based library calendar software), printed flyers, weekly email newsletter (managed through web-based email marketing software), coordination and communication with schools, other town departments, local newspapers and social media accounts.

Initiates, supervises and conducts cooperative programs with town agencies and organizations, and elementary and middle school personnel.

Serves as advocate for children's issues and needs in the community.

Trains staff on the use of automated catalog and circulation systems, programming, and customer services; trains and assists staff on use of personal computers and software; resolves minor computer problems. Provides opportunities for staff to increase their knowledge of the collection.

Helps patrons locate desired materials in Goodnow Library, Minuteman Network, or other sources using professional expertise and database searching techniques.

Supervises and schedules Children's Department staff; assists the Library Director in hiring personnel for the department. Evaluates the performance of the Children's Department staff with the Library Director and contributes to Children's staff development. Supports Assistant Children's Librarian in managing volunteer workforce.

Creates and downloads reports, lists and spreadsheets.

Works with Head of Technical Services in coordinating technical services operations.

Assists in training new staff in library procedures.

Reports patron complaints, suggestions and opinions to the Library Director.

Ensures a positive library experience for patrons by providing services in a courteous, confidential, knowledgeable and effective manner.

Devotes considerable time representing the library and/or the Children's Department at network, state and community meetings. Represents Goodnow Public Library on Minuteman Library Network committees. Attends workshops for training and development of programs and service enhancements. Promotes continuing education opportunities for staff.

Stays current with children's literature by extensive reading of new materials.

Prepares promotional and instructional materials for patrons on collections of the Children's Department.

Gathers and analyzes library statistics.

Fosters outreach by communicating with community organizations and town departments to plan children's programs and discern needs; keeps track of trends in the community and provides services and resources to reflect those trends.

Assists students with assignments by locating various print and electronic resources including database and Internet options.

Plans and coordinates school visits and collaborates with school personnel on special programs and initiatives.

Assists the Library Director on special library projects and grants as needed including long-range planning and needs studies.

Utilizes online acquisitions system to place orders.

Contributes to fostering teamwork by: performing other related tasks as needed; supporting the policies and procedures of the Library and the MLN network diligently; keeping informed and keeping other staff members informed of situations, issues or activities relevant to library

operations; filling-in on the schedule for other staff; attending staff meetings; and addressing issues or problems with co-workers (directly or through an appropriate supervisor) in a straightforward, tactful and reasonable manner.

Participates in staff and department head meetings.

Performs similar or related work as required.

### **Recommended Minimum Qualifications:**

#### **Education, Training and Experience:**

Master's Degree in Library Science from an A.L.A.-accredited institution; three years progressively responsible library experience including supervisory experience in an automated library; experience with children's programming; collection development and experience working with children; or any equivalent combination of education and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of the principles and practices of public library operations and service, and familiarity with automated library services and applications. Extensive knowledge of word processing, spreadsheet software applications, online databases, and social media outlets, website management, calendar management software, and other related applications. Masters level knowledge of children's literature and children's library services.

*Ability:* Ability to deal effectively with the public in a courteous and tactful manner (including children and young adults). Strong ability to communicate effectively both verbally and in writing to age appropriate groups. Ability to direct the work of staff and to establish and maintain good working relationships with other library staff and volunteers. Ability to use online database searches, word processing, and spreadsheets and the ability to train others in system uses. Ability to speak in public. Ability to communicate clearly with all age groups. Ability to fairly and tactfully enforce library policies. Ability to work in a fast paced environment. Interest in creative play, arts and crafts. Ability and willingness to learn new skills. Ability to understand, interpret and apply library and network policies and procedures accurately, fairly and tactfully.

*Skill:* Excellent planning and organizational skills. Excellent customer service and public relations skills. Ability to adeptly use current and emerging technologies, including Google Workplace, Canva, marketing software, Microsoft Office suite, and social media outlets for marketing and publicity.

#### **Physical Requirements:**

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

Tasks require the ability to exert moderate physical effort, which may involve standing for long periods, lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (30

pounds). Tasks may involve extended periods of time at a keyboard or workstation. Certain tasks require the ability to view computer screens and print materials for extended periods of time. Certain tasks require verbal communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

*(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)*