

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
YOUTH & OUTREACH SERVICES MANAGER	EXEMPT
Division	Pay Grade
YOUTH & OUTREACH SERVICES	37

JOB SUMMARY

As a member of the Laramie County Library System (LCLS) Leadership Team, the Youth & Outreach Services Manager is responsible for the organization, management, supervision and effective functioning of the Youth & Outreach Services division (YOS) including the day-to-day management of employees, as well as the following services: bookmobile/homebound services, outreach, public service, programming, events, tours/bibliographic instruction grant writing, community partnerships, and employee training and development. The YOS Manager is responsible for encouraging, leading and directing division employees by providing initial and ongoing training, giving confidential feedback, implementing policies, and setting procedures for the division.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
3. Spends appropriate amount of time away from the public service points roving using established procedures. Meets patrons at their point of need.
4. Sets high performance standards and functions as a role model of exceptional customer service. The professionalism projected to the public by the division employees is the direct responsibility of the Youth & Outreach Services Manager. Ensures that all employees working in the division provide exceptional customer service.
5. Organizes, supervises, and ensures the effectiveness of the division, including public relations, public service, and the training and development of staff.
6. Utilizes effective and thorough communication skills to ensure that the areas supervised function as an integral part of LCLS.
7. Uses insight and creativity to develop a dynamic vision and plan for the division within the context of LCLS by drawing from direct public contact and interaction with other divisions.
8. As a working supervisor, maintains thorough understanding and knowledge of all positions within the Division, effectively communicates with employees, and coordinates activities. This requires working at public service points, as well as doing tasks that are necessary for the smooth running of the Division.
9. Participates in the hiring, supervision, evaluation, and termination of employees for the division.
10. Conducts initial training, ongoing training and delegation of duties as fits the skills and abilities of employees within the division. Challenges employees to broaden their skills and knowledge.

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11. Utilizes computers and software applications that relate to the operation of the Division and service to the public, including the online catalog, integrated library system, internet, word processing, etc.
12. Understands and is able to do preliminary troubleshooting of the library's technology, such as internet connection, self-check stations and software applications. Ensures that Information Technology Services employees are informed when a problem with a piece of equipment and/or software cannot be corrected by division employees and follows up to ensure that problems are resolved in a timely manner.
13. Maintains knowledge of procedures and policies of LCLS and the division. Interprets and applies policy in order to make decisions regarding patrons, employees and procedures.
14. Works in cooperation with the Volunteer Coordinator to recruit, train, and supervise volunteers in the Division. Ensures high standards of work are maintained by volunteers. Is responsible for written job descriptions for volunteer tasks and all training for volunteers in Division.
15. Directly or indirectly oversees collections within the Division including selection, replacement, and weeding of materials; ensuring orders are placed according to the weekly schedule; and ensuring that expenditures do not exceed amounts budgeted. Develops customer-driven collections to meet the needs of the range of library users, based on customer and employee input, knowledge gained through personal public service, selection tools, and other sources. Ensures a balanced collection, representative of a variety of points of view.
16. Assists County Librarian with research of materials that have requests for reconsideration. May serve on the reconsideration team.
17. Exhibits effective oral and written communications skills.
18. Promotes teamwork within the division and the library. Exemplifies teamwork on a regular basis.
19. Ensures timely and fair scheduling of employees so that the public service desks are adequately staffed and employees work the required number of hours.
20. Works as the Manager-on-Duty (MOD) and building supervisor in the Cheyenne library at least one evening a week and participates in the weekend rotation with other Division Managers and Administrators. This includes responding to emergencies, irate patrons, injuries/illnesses, problems with the facility, covering public service points, cleaning up vomit, etc. in a professional manner. The MOD serves as the supervisor of employees working during those times.
21. Provides training for employees and public on technology used in the division. Provides recommendations for development of technology reflecting the changing needs and interests of the public served by the division.
22. Identifies, writes, applies, administers, implements, and evaluates grants relating to the division's goals.

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23. Plans, coordinates, and implements, primarily through delegation, outreach, events, and programs relating to the public served by the division.
24. Works directly with the public to make exceptions, explain policies and resolve problems, calling on assistance from Administration and the Leadership Team when appropriate.
25. Manages minor maintenance, cleanup and reporting of all concerns regarding learning installations and follows up on repair requests. Educates parents, teachers, and other users who interact with learning installations. Primary contact for Burgeon Group installations.
26. Manages library bookmobile, including drivers' training that encompasses vehicle inspections, knowledge of when to request maintenance and repair and how to handle emergencies. Ensures all outreach employees have appropriate training prior to driving any library vehicle.
27. Works with outreach employees to set schedules for visits to daycares, schools, etc. and bookmobile schedules for yearly cycles.
28. Oversees outreach initiative, *First Steps: Early Literacy begins at Home*, including curriculum development, collaboration with community partnerships, growth of services to this at risk population, and program expenditures.
29. Represents the library in, and networks with, community groups in relationship to the division's area of service. Serves in a leadership role in these organizations when appropriate.
30. Takes a leadership position in area of expertise in the professional library community in Wyoming, the region and nationally, as appropriate.
31. Models professional reference services for non-MLS employees.
32. Compiles monthly statistics relevant to the Division.
33. Ensures that sufficient supplies are on hand to promote the smooth functioning of the Division.
34. Works Greeter Desk as assigned.
35. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- Master's degree in Library Science or Library Information Science from an ALA-accredited institution; and
- 3 to 5 years of experience working in a public library; and
- 2 to 4 years of related supervisory/management experience; and
- 1 to 3 years of experience planning and implementing events and/or programs; or
- The equivalent combination of education and experience.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must have a current driver's license valid in the State of Wyoming or the ability to obtain one within six months of hire date.

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- Working knowledge of public library operations.
- In-depth knowledge of child and/or teen development and literature and/or coursework in this field.
- Proficiency:
 - With a variety of software programs and systems related to the operations of a library including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
 - In applying good customer service skills.
- Ability to:
 - Work with limited supervision, with an aptitude for detailed work.
 - Prioritize tasks and projects and help coordinate realistic timelines and goals.
 - Supervise, coach, train, and lead other workers and teams.
 - Handle and manage multiple interruptions and disruptions.
 - Work flexible schedules including nights, weekends, and holidays.
 - Speak, read, comprehend, and write the English language.

REPORTING RELATIONSHIPS

Reports to: Deputy Director of Public Service

Supervises: All employees 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 stacks of material from one location to another.

LAST REVISED 09/15/2022