

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
YOUTH & OUTREACH SERVICES MANAGER	EXEMPT
<b>Division</b>	<b>Pay Grade</b>
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. First contact for public relations on behalf of the Library.
3. Sets the standards for and models exceptional customer service, including meeting patrons at their point of need.
4. Organizes, supervises, and ensures the effectiveness of the division, including public relations, public service, and the training and development of staff.
5. Communicates with staff effectively and thoroughly. Develops a dynamic and creative vision and plan for the YOS division that takes inspiration and feedback from colleagues, staff and customers, and uses best practices to provide outstanding services to youth and teens and their families.
6. Maintains thorough understanding and knowledge of all positions within the Division, , and coordinates activities.
7. Participates in the hiring, supervision, evaluation, and termination of employees for the division.
8. Directs/oversees all training for YOS staff. Encourages staff to broaden skills and knowledge through advancement training and educational opportunities.
9. Responsible for interpreting and applying the appropriate policies and procedures in decision-making. Ensures staff are also fluent in and up to date on Library policies and procedures.
10. Works in cooperation with the Volunteer Coordinator to recruit, train, and supervise volunteers in the Division
11. Oversees YOS collection development, including selection, replacement, and weeding of materials. Responsible for managing budgets and expenditures and staying within budget guidelines. Meets the needs of customers and allows staff input on selection. Serves on the Library’s Reconsideration Team to evaluate material challenges.. Seeks to promote teamwork amongst division staff and LCLS. Demonstrates a willingness to collaborate.

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12. Serves as Manager on Duty (MOD) and building supervisor for the Cheyenne Library at least one evening a week, and serves in the weekend rotation with the other Division Managers and Administrators.
13. Responsible for seeking and overseeing grant application processes and grant administration for youth and teen related activities in collaboration with the Community Media Relations Manager and County Librarian.
14. Plans, coordinates, and implements, primarily through delegation, outreach, events, and programs relating to the public served by the division.
15. Works directly with the public to make exceptions, explain policies and resolve problems, calling on assistance from Administration and the Leadership Team when appropriate.
16. Manages Burgeon interactive installations ensuring Burgeon procedures are followed for proper maintenance and education on them occurs.
17. 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. Works with outreach employees to set schedules for visits to daycares, schools, etc. and bookmobile schedules for yearly cycles. Drives library vehicles.
18. 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. Takes a leadership position in area of expertise in the professional library community in Wyoming, the region and nationally, as appropriate.
19. Compiles monthly statistics relevant to the Division.
20. Ensures that sufficient supplies are on hand to promote the smooth functioning of the Division.
21. 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 years of experience working in a public library; and
- 3 years of related supervisory/management experience; and
- 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 due.
- Working knowledge of public library operations.

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- 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 03/02/23**