

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
TEEN SERVICES COORDINATOR	NON-EXEMPT
Division	Pay Grade
YOUTH & OUTREACH SERVICES	29

JOB SUMMARY

The primary responsibility of the Teen Services Coordinator is to provide excellent customer service to anyone using library services whether in person, over the telephone, during outreach, or through social media. The Teen Services Coordinator fulfills all the duties of the Youth Services Assistant position and assists the Youth & Outreach Services Manager with services directly relating to teens. The Teen Services Coordinator is part of the Youth Services Events Team and develops, plans and implements internal and external events and initiatives for teens, grades 7-12, under the direction of the Youth Services Event Librarian. This includes working with all teens including students (homeschooled, private or publicly educated), incarcerated individuals, teen parents, the gifted, or those with a disability. A broad range of activities for teens are expected to be offered including, but not limited to, book talks, curriculum support, readers' advisory, reference, events, social media promotion, and Teen Advisory Board.

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 desk roving using established procedures. Meets patrons at their point of need.
4. Knows all aspects of the Youth Services Assistant position and works the second floor Ask Here desk and/or the Teen desk a minimum of 10 hours per week.
5. Promotes teamwork within the division and the library.
6. Collaborates with Youth & Outreach Services Manager to guide development and implementation of teen services utilizing the *YALSA Teen Services Competencies for Library Staff* as a benchmark, model appropriate library service to teens, and provide library employee training for exceptional service to teens.
7. Recommends goals and objectives for the teen materials collection and supporting services to Youth & Outreach Services Manager.
8. Develops a diverse and thorough knowledge of the teen materials collection, including fiction, nonfiction, graphic novels, magazines, and popular media/technology.
9. Under the direction of the Youth & Outreach Services Manager, collaborates with the Youth & Outreach Services Assistant Manager, to develop the physical and electronic teen materials collection. This includes developing monthly book orders by reviewing journals and catalogs, making suggestions and soliciting ideas from teen patrons, educators and parents, utilizing appropriate electronic resources and acquisitions systems.
10. Assists with collection maintenance, including weeding and maintains a working knowledge of Collection HQ, the Library's collection management software.

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11. Oversees and may complete the final processing of teen materials into the collection. Ensures that cataloging is correct and that placement in the collection is appropriate.
12. Develops, plans and implements library events for teens, under the direction of the Youth Services Event Librarian, as part of the Youth Services Event Team. Seeks input from the Youth Services Event Librarian, the Youth Services Event Team, and stakeholders, including teen patrons, to develop events teens are interested in. Utilizes appropriate youth development standards as needed, prioritizing STEAM (Science, Technology, Engineering, Art and Math) programming. Involves teens in the planning and implementing of services for their age group.
13. Develops and manages a Teen Advisory Board, including regular meetings or planning sessions and social activities. Ensures in-person or virtual meetings meet the needs of teens and values their time. Recruits new members as needed.
14. Assists in the development, planning and implementation of programs and initiatives, including Summer Reading Challenge, Teen Read Week and other programs with special emphasis on teen events and participation.
15. Collaborates with the Youth & Outreach Services Manager to develop, plan, and implement teen outreach events for the library. Takes advantage of frequent opportunities to develop relationships with teens through school visits, book talks, open houses and social events. Spends at least 5 hours a week outside of the library on outreach activities.
16. Seeks out and cultivates community partnerships and collaboration to support and enhance teen services, including programs, initiatives, outreach and events.
17. In collaboration with the Youth Services Event Librarian, works with the Community & Media Relations unit to create publicity materials and social media publicity for teen services, including events, blog posts and other media as required.
18. Reviews both professional articles and teen media sources to keep up with trends and developments within the world of teens
19. Possesses excellent written and verbal communication skills.
20. Serves on committees and other groups as assigned including the LCLS Events Committee
21. Models exemplary customer service and work ethic to coworkers.
22. Works Greeter Desk as assigned.
23. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor’s degree in a related field; and
- 1 year of relevant experience working with teens and the general public; or
- The equivalent combination of education and experience.

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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.
- Proficiency with a variety of software programs and systems related to the operations of the library including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
- Working knowledge of public library operations.
- Proficiency in applying good customer service skills.
- Ability to work flexible work schedules including weekends.
- Ability to speak, read comprehend and write the English language.
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.

REPORTING RELATIONSHIPS

Reports to: Youth & Outreach Services Manager

Supervises: Volunteers and Teen Advisory Board Volunteers

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 09/15/2023