Position Title: Head of Youth Services  
Department: Youth Services  
Status: Full-time, Exempt  

Summary of position: The Easttown Library is a busy suburban municipal library in Chester County, PA serving a direct population of about 11,000. Last year we circulated over 367,000 items. We also offer robust programs and services for residents of all ages, including notary and passport services.

The Head of Youth Services is responsible to lead our Youth Services team in providing exceptional service to children, teens, and families. This position manages and oversees all youth public services, programming, outreach, readers’ advisory, and collection development, as well as supervises the work, training, and development of Youth Services staff. This position has the responsibility for recommending, designing, supervising, and evaluating an active youth programming schedule to meet the needs of the community in accordance with the mission of Easttown Library. This full-time position requires use of professionalism, initiative, independent judgment, creativity, and flexibility in schedule, including some evenings and weekends. This position reports to the Executive Director.

Principal Responsibilities

Programming and Outreach

- Develop, plan, and present innovative and engaging programs for children and families, including STEAM learning, literacy-based story times, and a summer learning program
- Creates a welcoming, pleasing, creative, vibrant and dynamic space for children, parents, teachers, caregivers, and teens in the library setting
- Manages youth services programming budget
- Cultivates and maintains partnerships with local schools, childcare providers, and other youth-related organizations to promote reading and digital literacy
- Plays a role in library’s community engagement efforts through identification and development of outreach opportunities
- Create attractive flyers to advertise programs to the library community
- Maintain calendar of events ensuring accurate details

Collection Development

- Builds and sustains a high-quality, appealing children’s collection by monitoring circulation trends and community needs
- Selects new materials for the juvenile collection with the support of professional and popular review sources
- Manages multiple budgets for youth materials
- Stays current with children’s and young adult literature by reading widely and keeping up with current trends in library service to children and teens

Staff Training and Supervision

- Assists in all aspects of hiring and training for the Youth Services department
• Instructs others in work procedures and provides direction to others on a project basis
• Schedules coverage at the Youth Services Circulation Desk, in conjunction with the Head of Circulation
• May develop and deliver trainings to library staff, including library assistants and other librarians; presents department notes at staff meetings
• Regularly engages and communicates with the Youth Services staff about performance, goals, and development needs
• Reviews Youth Services staff timesheets for payroll processing
• Coordinates the teen volunteer program

Leadership Support
• Participates in library-wide planning and decision making as a member of the library management team
• Engages in effective teamwork to achieve library-wide goals through positive collaboration with others
• Interprets and applies library policies and procedures for customers and resolves customer complaints
• Assumes a leadership role to address emergency situations, as required

Other duties
• Provides reference and readers’ advisory services in Youth Services, helping customers find materials and information
• Assists and trains customers in the use of the catalog and information databases
• Stays current with emerging technologies and how they relate to trends in youth programming and libraries in general
• Contributes to grant writing, reporting, and management of grant funds
• Staffs Information desk as needed as Person in Charge (PIC), assisting patrons with reference needs and inquiries about the catalog, databases, computers, and passport appointments
• Coordinates the teen volunteer program including recruitment, training, and supervising work
• Compiles monthly circulation and other statistics in accordance with local practice and CCLS guidelines
• Attends continuing education training regularly

Qualifications
• Master’s degree in Library and/or Information Science from an ALA-accredited library school preferred
• Minimum of 3 years of job-related experience in a public library
• Knowledge with experience of supervisory and managerial methods, including work delegation, scheduling, evaluating performance, and building and maintaining morale
• Passionate about public service and being an essential connection of learning and ideas between the library and the community
• Collaborative mindset and ability to work with other departments on library-wide initiatives
• Ability to think critically and work effectively in a fast-paced environment
Comprehensive knowledge of children and teen literature and materials
Knowledge of best practices and emerging trends in library services to youth (ages birth through 18) and parents/teachers/caregivers, including programming, technology, collection development, planning, coordination, and budgeting
Knowledge of state education standards, especially in the areas of pre- and early literacy training
Excellent interpersonal and customer service skills
Understanding of computer technology and use of computers in library services
Excellent verbal and written communication skills
Flexibility and teamwork are critical to this position
Experience with online social media, digital library materials, and makerspace technology
Ability to foster a culture of diversity, equity, and inclusion for staff and patrons

Physical Requirements
- Ability to operate computer equipment and keyboards with ease
- Handle packages weighing up to 25 lbs.
- Ability to bend and move freely among stacks
- Must be able to wheel a full cart of books
- Reasonable accommodation will be made to enable qualified candidates

Additional requirements:
The successful candidate will be required to complete and submit the following documentation prior to their start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment. Volunteer clearances will not be accepted.
- Pennsylvania Child Abuse Clearance (https://www.compass.state.pa.us/CWIS/Public/Home)
- Pennsylvania Criminal History Record (https://epatch.state.pa.us/)
- Federal Criminal History Record (https://www.identogo.com/locations/pennsylvania)

Salary & Benefits:
Salary range for this full-time position is $47,000 - $52,000, depending upon qualifications and experience. Easttown Library provides excellent benefits that include health, dental, and vision insurance along with retirement benefits and generous paid time off.

To apply:
Send resume and cover letter to Amber Osborne, Executive Director at aosborne@ccls.org

Easttown Library supports workplace diversity and is proud to be an Equal Opportunity Employer.