

Assistant YOUmedia Manager**Full Time**

The **Assistant YOUmedia Manager** is responsible for assisting the YOUmedia Manager with daily operations. The primary responsibilities include connecting teens to digital media, technology, and library resources while serving as a mentor to teens/young adult participants and staff. This role includes creating and maintaining staff schedules, collecting data, providing direct supervision to YOUmedia Mentors, volunteers, interns, and guest presenters, and coordinating outreach opportunities. The weekly schedule may require working evening hours and weekend shifts. The Assistant YOUmedia Manager ensures that staff provide the highest level of service to all customers. During working hours, the Assistant YOUmedia Manager reports to the Site Supervisor (Branch Manager). Performance will be reviewed by the Evaluative Supervisor (YOUmedia Manager).

RESPONSIBILITIES INCLUDE:**Outreach, Programming & Partnerships**

- Coordinates and evaluates library-based and outreach programs for teens and young adults that align with their interests and the Library's mission while assisting the YOUmedia Manager with daily operations.
- Leads and assists mentors with delivering a curriculum and diverse set of program offerings that fulfill YOUmedia technology themes and the Connected Learning framework for teens and young adults.
- Coordinates school partnerships and pilot programs to advance the YOUmedia model, and visit area middle and high schools and colleges to promote services and programs.
- Attends relevant networking meetings.
- Assist with implementing system wide strategic initiatives, including special partnerships, programs, and grant-funded opportunities.

Resource Acquisition & Utilization

- Evaluates, recommends and maintains a technology-focused collection of print and non-print materials for teens, including books, periodicals, digital materials, equipment, software, games, and consumable supplies. Evaluate the collection regularly to ensure it meets the needs and interests of the YOUmedia participants and is aligned with the Library's mission.
- Identifies new technologies and tools, evaluates their suitability for the collection, and provides support for staff to acquire the skills needed to use and maintain them. Stay up to date with the latest materials acquired for the YOUmedia collection.

- Supports the development of an ongoing curriculum and software development process, including reviewing content, testing functionality, ensuring alignment with needs, and gathering feedback from participants and staff.
- Creates and distributes flyers for branch programs and events. Ensure all signage and flyers are current, accurate, and aligned with the YOUmedia program offerings and Library's mission.

Staff Supervision Management

- Assists the YOUmedia Manager in interviewing and selecting YOUmedia Mentor job applicants. Facilitate the orientation, training, and evaluation of staff mentors.
- Maintains accurate records and prepares statistical reports as requested monthly, quarterly, and annually. Assist in supervising YOUmedia mentors, volunteers, interns, and guest presenters.
- Assigns, explains and reviews work, monitors work quality, and resolves operating problems related to YOUmedia.
- Explains, implements and enforces Library rules and regulations, interpret and clarify policy, maintain discipline, handle employee concerns and maintain harmonious employee relations within YOUmedia.
- Directly supervise YOUmedia Mentors, volunteers, interns, and guest presenters in providing services to teens and young adults.
- Assumes Manager in Charge duties as needed.

Public Service

- Assists with providing reference services and readers advisory for diverse teen and young adult populations. This includes offering book discussions, creating book displays, running research workshops, checking items in and out, creating library cards, and processing materials.
- Maintains an active social media presence to share information, resources, opportunities, and interest-oriented content. Use social media as a tool for communicating, building relationships, sourcing information, and enhancing existing library services.
- Responds to customers' complaints, compliments or concerns regarding service. Explain policies and procedures and determine the most effective response to deal with patron requirements, documenting and referring more significant issues to the YOUmedia Manager.
- Proactively engage customers, listen and support their needs, ask relevant questions, recommend services and programs, and encourage the patron to return.

Perform other duties as assigned. The duties listed above are intended only as illustrative 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 or a logical assignment to the position.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

- Bachelor's Degree required.
- At least one-year experience managing projects and/or staff
- Experience working with teenagers is required, with demonstrated sensitivity and commitment to their needs.
- At least one year of teaching experience in digital media and a minimum of one year of professional experience in a related technological field.
- Familiarity with the policy, procedures, and vision of the YOUmedia network.
- Proficiency in various tactile and technology media is required, including textile and fiber arts, crafts, digital arts, visual arts, music and sound production, virtual reality, game design, esports, broadcasting, AI, board and tabletop games, and makerspace activities.
- Proficiency in more than one of these disciplines is strongly preferred.
- Experience using social media technologies such as Facebook, X, Instagram, TikTok, YouTube, Twitch, Discord, and SnapChat.
- Proficiency in the Microsoft Office suite of products is required.
- Access to reliable transportation is required.
- Experience designing course curriculum within a technology setting.
- Ability to prioritize and complete multiple tasks while meeting program deadlines.
- Ability able to establish and maintain effective working relationships with individuals and groups, including co-workers, management personnel, and non-professional contacts.
- Solid written and verbal communication skills, listening skills, organization skills, and the ability to set priorities are required.
- Previous Library experience is highly desirable.
- Second language skills preferred.
- Experience with coordinating volunteer and/or contract workers preferred.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Assistant YOUmedia Manager** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Hiring Range: \$46,035.60-\$49,104.64 **DOE**

Hartford Public Library is an Equal Opportunity Employer.