

## **Youth and Family Services Manager**

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. [www.hplct.org](http://www.hplct.org).

The Youth and Family Services Manager has overall responsibility and accountability for the operations of the Downtown Children's Department. This role is responsible for the management of public service operations including circulation and facilitating Youth and Family Services for Children birth to age 12. This position is also accountable for training, scheduling and evaluating staff and assists in short-term and long-term planning for Youth and family Services across the system. The Youth and Family Services Manager works closely with the Asst. Director for Youth and Family Services in the development of programming, collections, and administration. This is a full time role and the incumbent will work one evening a week, Saturdays in rotation, and a few Sundays a year.

### **Responsibilities include:**

- Plans, directs, and supervises Children's Room employees; recruit, recommend hires, trains, disciplines staff; prepares work assignments and schedules
- Promotes an environment of staff growth and development. Works with staff on growth goals and strong individual and team performance
- Implements established policies, rules and regulations, standards of conduct and work attendance. Responsible for scheduling that ensures adequate staffing on the Children's desk
- Manage and maintain excellent internal and external customer service, interpret library policies and procedures to the staff and public, and respond appropriately to sensitive or controversial inquiries or complaints related to assigned library service emphases
- Attends professional meetings, maintains active membership in state, regional, and national library associations; participates in activities of professional organizations
- Serves as Manager in Charge as needed
- Plans, implements and evaluates library programs and services which fulfill the diverse educational, recreational and personal needs of local youth and their families

- Instructs youth and caregivers in information gathering, research skills and digital literacy skills
- Ensures youth customers who visit the branch are engaged in social and academic experiences
- Creates and conducts tours and bibliographic instruction for the public and community stakeholders
- Tracks statistics for programming, collection development, and other metrics and delivers reports as needed
- Prepares library grant requests and reports to the state and federal governments, and private funding sources
- Oversee the delivery of the Regional School Choice program and staff at HPL
- Collaborate with other HPL departments to help launch new initiatives and develop system wide service plans that align with the library's strategic priorities
- Serves as liaison to assigned schools under the Boundless partnership with Hartford Public Schools
- Participates in community activities and meetings. Maintains contacts with organizations and library customers in order to interpret the services and objectives of the library
- Responsible for building inclusive community engagement opportunities for customers, staff and community partners
- Provides outreach to local community organizations and works with them to bring programming into the library
- Ensures the library's collections include relevant print and digital resources aimed at the specific interests and needs of the youth and families in the community
- Develops and implements new strategies and methodologies to increase customer awareness of library resources and monitor results achieved
- All other duties as assigned

**Required:**

- An MLIS degree from an ALA accredited library school
- Three to five years of experience working in a school or public library with children
- At least one year of supervisory experience or project management experience
- Must have the ability to work with a diverse population and effectively provide excellent customer service to many customers simultaneously. Ability to work independently and in a team environment.
- Ability to prioritize and complete multiple tasks and meet program deadlines. Ability to establish and
- maintain effective working relationships with individuals and groups, both professional and non-professional, co-workers, management personnel, and the public.

- Ability to create clear and concise reports, and to deliver them orally to a wide variety of audiences.

**Preferred:**

- Bilingual
- Experience working in a union environment
- Solid interpersonal, oral, and written communication skills. Strong networking, facilitation and outreach skills.
- Solid working knowledge of all MS Office suite and all Google applications

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference “**Youth & Family Services Mgr**” in the subject line of your email. Resumes will only be accepted by email.

**Hartford Public Library is an Equal Opportunity Employer.**