

Manhattan Public Library

Job Description

Job title: Librarian 2, Teen Services
Department: Public Services
Exempt: No

Salary grade: L
Reports to: Public Service Manager
Supervisory responsibilities: No

Summary: Serves a diverse community by provide excellent customer service at public service desks, assisting customers with the use of library services and resources. Provides reader's advisory services to youth in grades 6 to 12. Prepares and executes programs for teens. Partners with local schools and organizations to serve the needs of community teens. Coordinates the teen volunteer program. Takes primary responsibility for library security and building in the absence of administration.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties:

- Maintains the Teen Zone as a safe and positive space for teens to hang out with friends, study, navigate a complex world, improve literacy, and improve workforce readiness. Communicates with the Public Services Manager concerning behavior management. Must work 3-5 PM in the Teen Zone on most school days.
- Provides reader's advisory and reference services to patrons of all ages, assisting patrons in a respectful and friendly manner.
- Monitors teen services area, maintains overall appearance and functionality. Maintains an orderly and appealing Young adult collection. Creates displays, book lists, and handouts to promote teen materials and services.
- Acts as Librarian in Charge (LIC) by taking primary responsibility for library building maintenance and security, customers, and staff when the director and assistant directors are not present.

- Consults with programming team on programming and activities for the teen population, and assists with programs, including the summer reading program.
- Plans and administers the Teen Volunteer Program.
- Coordinates tours, group visits and outreach for grades 6 through 12.
- Collaborates with local middle schools and high schools and other community organizations as needed regarding library resources and programming.
- Works cooperatively with Collection Services staff to maintain the Young Adult collection, especially with deselection and purchase suggestions.
- Keeps abreast of trends that impact teen library services.
- Works with Community Engagement Leader to create promotional materials for teen services and on teen Social Media projects.
- Uses technology as necessary to present media programs or services and uses devices such as cameras, video cameras, iPads, projectors, etc., to enhance programs and services. Programs may include movies, and games such as Oculus, Nintendo Switch, Xbox.

Education desired:

Completion of at least 50% of course credits for Masters of Library Science Degree or equivalent from ALA accredited university.

Experience desired:

- One year customer service experience.
- One year public library experience.
- One year programming experience.
- One year experience working with teens.

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Knowledge of automated library systems, library policies, and library procedures.
- Ability to maintain patron records.
- Up-to-date knowledge of current library services technology.
- Thorough knowledge of library resources, materials, and equipment.
- Knowledge of computer and video games that appeal to teens.
- Ability to instruct and train in methods & procedures.
- Ability to operate a PC, relevant computer software, and technology devices.
- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.

Physical and mental factors needed to perform the essential functions of the job:

- Move items weighing up to 20 pounds.
- Move book carts weighing up to 150 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment. including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERS).
