



HEAD OF CHILDREN'S SERVICES

Department: Children's

Reports to: Assistant Director

Chain of Command: Yes

Certifications: LC3 or higher

Level: 3

FLSA Status: Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist staff and patrons to bring resources and programming to the library.

Essential Functions

Expertise

- I lead within the library by participating in Small Council, meeting with my supervisor regularly, recommending and implementing policy and procedural changes, and serving as a liaison to other departments.
- I help run my department by having regular department meetings as necessary, prepare reports and budgets as required, and in general oversee the daily operations to be sure we are offering our best to library patrons and staff.
- I ensure the design, execution and evaluation of programs for children under the age of 13. I coordinate this within my department and library wide.
- I oversee execution of children's spaces, such as the computer area and the toddler play areas.
- I help promote children's programs.
- I ensure that the juvenile reference, programming, and materials needs of the library, both for staff and library users, are realized and maintained.
- I am a collaborative and innovative leader by recommending and implementing policies and procedures to drive change where needed but also to further the library's mission.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials, both digitally and analog.
- I remain customer focused when offering assistance to patrons or when answering directional or general library questions.
- I communicate well both verbally and in writing in order to assist patrons and staff.

- I understand basic and some advanced technologies in order to give quick and effortless help to our patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to email, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Supervision

- I provide strategic direction, leadership, supervision, scheduling, and guidance for my staff.
- I am integral in the selection of new employees for my department, seeking recommendation and advice from others as necessary.
- I seek to retain new employees by hiring, training, mentoring, and evaluating them.
- I communicate regularly with employees to guide them, set expectations, and review performance, both good and bad.
- I assign tasks and duties, and give regular feedback on those assignments.
- I give staff the tools they need in professional development, and in the pursuit of excellent customer service.
- I am in the Chain of Command, making me responsible as the person in charge of the library at times. I always use good and fair judgment in crisis situations.

Nonessential Functions

- I oversee scheduling in my department, directly or indirectly, to give the best service possible during public open hours.

- I recognize that we work as a team, and help coworkers in my own department and in other departments as I am able.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Good organization and time management skills
- Understands and can implement good customer service and hospitality.

Educations/Experience and any pertinent Certifications

- MLS or MLIS from ALA accredited school required.
- 3 years' relevant experience working with customer service.
- Must have a valid Indiana's driver's license, or the ability to attain one.
- Indiana Public Library Certification, Level 3 or higher, required.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.