

PLATTEVILLE PUBLIC LIBRARY
Job Description
YOUTH SERVICES MANAGER

Position Classification: Exempt (salaried)

Typical Responsibilities of Position

Under the Library Director's direction, the Youth Services Manager oversees the Youth Services department. As a member of the library's leadership team, this position collaborates to ensure organizational success and strategic alignment. This role supervises departmental operations including the provision of reference and readers' advisory services, programming and outreach for youth of all ages and their caregivers, and oversees youth collection management.

Examples of Work Performed

- Departmental Leadership & Staff Supervision: Supervises, trains, schedules, and evaluates departmental staff; establishes workflows and best practices to support consistent daily operations and team development.
- Programming & Community Engagement: Plans, coordinates, and delivers dynamic, age-appropriate library programs, events, and special displays for youth, families, and caregivers.
- Collection Management & Technical Services: Evaluates professional review sources, patron requests, and circulation metrics to select, weed, and maintain youth collections
- Information & Reference Services: Provides direct customer service and readers' advisory; assists patrons with reference inquiries, digital resources, database navigation, and technology instruction.
- Outreach & Partnerships: Supports collaborative partnerships with schools, civic organizations, and community groups to expand library outreach, co-host events, and promote services.
- Marketing & Communications: Develops and coordinates departmental marketing, promotional materials, public information campaigns, and digital/web content across communication channels.
- Operational Administration & Technology Integration: Assesses departmental technology needs; compiles statistical data and service reports; assists in updating operational policies and monitoring assigned budget and fund accounts.
- External Funding Support: Researches alternative funding opportunities, including grants and private donations; assists with grant application, implementation, and reporting as needed.
- General Organizational Support: Participates as a contributing member of the library management team and performs other related duties as assigned.

Essential Skills

- Knowledge of library operations, services, and materials, with particular knowledge of youth literature and services.
- Ability to
 - Direct and oversee the work of department staff.

- Communicate clearly and concisely, effectively present information and respond to questions from staff, patrons, trustees, and the public, in verbal and written formats.
- Maintain confidentiality of library patron and staff information.
- Gather statistics, analyze information, compile reports, and use information to support decision-making.
- Identify problems and opportunities, evaluate possible courses of action, and make independent decisions based upon experience, knowledge, and training.
- Plan, organize, and prioritize work; establish systematic methods for accomplishing goals; and respond effectively to varied and changing work demands.
- Work independently and exercise sound judgment while recognizing when to seek guidance or refer matters to appropriate members of library leadership.
- Meet the PPL core technology competencies and use library equipment, computer software, databases, and other technology and to adapt to new technologies.
- Understand and apply policies, procedures, and best practices to library operations.
- Work with basic numerical information, including statistics, budgets, and other financial or operational data.
- Adjust to evolving community needs and changing library services, and strategically plan and prioritize services to support department and organizational goals.
- Maintain and foster cooperative and courteous working relationships with the public, peers, supervisors, and community partners.
- Maintain professional skills and awareness of trends, best practices, and professional resources through active participation in appropriate continuing education activities.
- Acquire and apply principles and practices related to the selection and organization of library materials.

Tools and Equipment Used

- Book carts.
- Circulation computer equipment, including scanners, keyboards, and printers.
- Photocopier, microfilm/fiche reader/printer, public access computers, mending tools, DVD/compact disc cleaning machine, cash register.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Bending/twisting and reaching.

- Far vision at 20 feet or further; near vision at 20 inches or less.
- Keyboarding, writing, filing, sorting, shelving, and processing.
- Handling: processing, picking up and shelving books.
- Lifting and carrying: 30 pounds or less.
- Mobility: travel to meetings outside the library.
- Pushing and pulling: objects weighing 300-400 pounds on wheels.
- Sitting, standing, walking, climbing, stooping, kneeling, and crouching.
- Talking and hearing; use of the telephone.

Experience and Qualifications

- Bachelor's degree required. Master's degree in Library and Information Science from an ALA-accredited institution preferred.
- Experience working with children and young adults, including knowledge of child and adolescent development and strategies for supporting literacy skills.
- Three years of experience in a supervisory setting or three years of progressively more responsibility in a library setting.
- Access to reliable transportation

Environmental/Working Conditions

1. Work hours may fluctuate and include weekend and evening hours in rotation.
2. Inside work environment.

Position Accountability

Supervises the Youth Services Department staff. Reports to the Library Director. Serves as staff in charge as assigned.

Employee is accountable to all applicable City of Platteville Policies and Procedures

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check. Job-related tests may be required.

The duties listed above are intended only as illustrations 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, related, or logical assignment to the position.

The position description does not constitute an agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Approved by the Library Board of Trustees at their regular monthly meeting January 3, 2017.
Revised October 6, 2026