

POSITION DESCRIPTION  
**ROCKY RIVER PUBLIC LIBRARY**  
 An Equal Opportunity Employer

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- I. POSITION TITLE:** Children's Services Manager
- II. DEPARTMENT:** Children's Services
- III. IMMEDIATE MANAGER:** Deputy Director
- IV. FLSA STATUS:** Exempt
- V. POSITION SUMMARY:** Responsible for managing Children's Services Department resources and staff to meet and anticipate the needs of children, parents, teachers and caregivers through programming, outreach, collection development, and reader's advisory.
- A. Responsibilities to Deputy Director**  
 Serves as a member of leadership. In compliance with the core values and mission of the Library, provides departmental-level leadership in areas of responsibilities; keeps Deputy Director informed of projects, duties, and progress; communicates fully and effectively with Deputy Director, other members of the Library's leadership, and fellow employees.
- B. Interrelationship with Other Departments**  
 Models and promotes good communication and full cooperation with all departments to achieve the goals of the Library. May participate in Library teams.
- VI. QUALIFICATIONS:**
- A. Education and Experience:** Master's of Library Science or Library Information Sciences from an ALA accredited school. 3-5 years' experience in a public library children's department environment with increasing responsibility. 2-3 years' managerial experience in a public library children's department is preferred.
- B. Knowledge, Skills, and Abilities:**
- Knowledge of children's library services, children's literature, and popular children's materials.
  - Ability to relate to children and understand their developmental needs.
  - Ability to tactfully and effectively work with and to design age-appropriate programs for preschool and/or school age children and their parents and caregivers.
  - Ability to foster teamwork.
  - Ability to provide consistently high-quality customer service.
  - Ability to resolve complex problems appropriately and to multitask with pending deadlines.
  - Ability to maintain confidentiality and use appropriate judgement in handling information and records.

- Ability to work with little to no supervision.
- Ability to operate computer and web applications, departmental technology, and the Library's automation and email systems at an advanced level.

C. **Personal Characteristics:** Consistently maintains, displays, and models a positive attitude. Is a role model for treating people with dignity, respect, and fairness; inspires and ensures that others do so as well.

**VII. ESSENTIAL DUTIES AND RESPONSIBILITIES:** *This list is illustrative and not to be considered exhaustive for this position.*

- A. Upholds the Library's mission and always imparts a positive impression of the Library to the public
- B. Demonstrates a positive attitude and supports Library goals and objectives; models and reinforces excellent customer service skills.
- C. Responds to questions and situations in accordance with Library policy and in a manner to enhance the reputation of the Library as a public service organization.
- D. Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- E. Coordinates the development and maintenance of children's library services including reference, reader's advisory, outreach, educational, and entertainment programs.
- F. Interviews, coaches, trains, manages, counsels, develops, and schedules direct reports.
- G. Interprets Library policies, procedures, and personnel handbook as related to management of direct reports and consults Deputy Director and/or HR Generalist as referenced throughout policies, procedures, and personnel handbook when necessary.
- H. Conducts 60/90 Day Performance Evaluations and annual Performance and Goals assessment for direct reports.
- I. Assists direct reports in diagnosing problems and recognizing issues and modifies approach to achieve results in changing situations.
- J. Visibly and proactively encourages teamwork among direct reports; consistently facilitates the resolution of team conflicts in a way that is mutually agreeable; promotes respect and recognizes contributions from all staff members.
- K. Participates in and encourages direct reports to participate in Library teams, meetings, training, workshops, and conferences.
- L. Oversees collection development for the Children's Services Department.
- M. Monitors department budget and makes budget allocation recommendations for the department to the Deputy Director.

- N. Analyzes community information needs, identifies trends in information delivery, and designs programs and services to provide optimum service to the community.
- O. Represents the Library by visiting schools, preschools, and childcare centers in the community.
- P. Coordinates and participates in the operation of the Children's Services Department reference desk.
- Q. Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- R. Interprets and recommends adjustments to policies and procedures to accommodate staff/patron needs.
- S. Collaborates with staff in the coordination and implementation of special projects and initiatives.
- T. Works with Deputy Director to set annual performance goals and objectives that support the Library's core values.
- U. Maintains knowledge of library profession by attending training and workshops, reviews professional publications, establishing personal networks, and participating in professional organizations outside of the Library.
- V. Serves as Person In Charge as requested.
- W. Completes monthly reports for Deputy Director as requested.
- X. Maintains paper and digital records/files for respective department.
- Y. Interacts regularly with Library staff, patrons and general public.
- Z. Assumes additional responsibilities and performs special projects as needed or directed.

**VIII. PHYSICAL REQUIREMENTS:** Must be available to work evenings and weekends; Ability to regularly lift up to 30 pounds; Ability to reach overhead and stoop to floor level; operate standard business office equipment; travel is required frequently to visit local schools and community events, off-site training sessions and/or meetings.

*This position description is not intended to be a complete list of all responsibilities, duties or skills required for the position and is subject to review and change at any time, with or without notice, in accordance with the needs of Rocky River Public Library. Since no position description can detail all the duties and the responsibilities that may be required from time to time in the performance of the job, duties that may be inherent in a position, reasonably required for performance, or required due to the changing nature of the position shall also be considered part of the position holder's responsibility.*

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Employee Signature

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Date