

Thomas Memorial Library Job Description

Family Engagement Manager

Position: Family Engagement Manager

Classification: Librarian II

Type: Professional Leadership

Hours/week: 40

Starting Rate: \$27/hour

Benefits:

- Holiday, vacation, sick time
- Participation in the ICMA Retirement Plan
- Medical, dental, and vision insurance
- Section 125 Plan

DEFINITION

Under general direction, performs a variety of professional librarian duties, primarily focused on the development of programs and services for families and children birth to age 18, as well as reference, collection development and management of materials for children, teens, and parents; identifies current community needs and projects future needs; and performs related work as required.

ORGANIZATIONAL RELATIONSHIPS

Position Reports to: Receives immediate supervision from the Library Director

Position Supervises: Family Engagement Librarians/Assistants

Internal Relationships: Works closely with the Community Engagement Manager, the Access Services Manager, and the Access Services Librarians/Assistants

External Relationships: Schools, daycares, community organizations serving youth and families, authors, speakers, educators, and other libraries

ESSENTIAL ROLES AND RESPONSIBILITIES

This is a professional leadership position responsible for providing support for the library's mission to deliver holistic library service, create a positive, inviting atmosphere for all patrons, and ensure equal access to all resources and materials, both physical and digital.

Responsibilities include planning, coordinating, and implementing library programs, primarily for youth and families. Incumbents are expected to function independently and exercise independent judgment, tact, and initiative. The Family Engagement Librarian receives only occasional instruction or assistance as new or unusual situations arise, and is fully aware of the operating procedures and policies of the library.

EXAMPLES OF TYPICAL JOB FUNCTIONS (ILLUSTRATIVE ONLY)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides assistance to and advises patrons, including children, young adults, adults, and senior citizens in the effective use of library collection, facilities, and services; demonstrates the use of library resources, tools, equipment, and electronic reference sources; assists with digital downloads.

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- Oversees the development of the collections for children, teens, and parents; reviews and analyzes collection use to identify materials to be ordered, replaced, or removed; recommends books, media, and materials for purchase based on community needs and awareness of various cultures and socioeconomic backgrounds.
- Plans, coordinates, hosts or conducts library programs and events for children, teens and parents, including story times, book groups, author events, and reading programs.
- Promotes library programs and events through traditional media outlets, social media, and the library's newsletter.
- Keeps library programs and events up to date on the library's website.
- Answers readers' advisory and general reference questions by accessing a variety of print and nonprint resources, including electronic resources; conducts effective reference interviews to assess and satisfy customer information needs.
- Responds to suggestions, requests, or concerns from library users or community members.
- Participates in meetings, committees, or projects intended to enhance library services or promote consistent policies and procedures across the department.
- Performs special reading and research and participates in professional meetings, workshops, and conferences and continuing education programs, as appropriate to remain abreast of current literature and professional trends.
- Maintains and troubleshoots electronic and online resources.
- Compiles and drafts library activity reports and statistics.
- Performs other duties as assigned.
- May plan, organize, assign, and direct the work of volunteers.
- Plans, organizes, assigns, and directs the work of assigned staff.
- Identifies and anticipates changing community needs and changes in library best practices for serving youth and families, and develops plans, services, and programs to address these changes.
- Provides desk support for Family Engagement Librarians and Assistants.

QUALIFICATIONS

Knowledge of

- Principles, practices, procedures, techniques, and materials of professional library work, including library reference, collection development and management, and other professional library services.
- Literature and media for children and teens, and the methods for evaluating them.
- Library materials selection standards with regard to children's and young adult literature.
- Basic principles of supervision and training.
- Child and adolescent development.
- Trends in parenting approaches.
- Principles, techniques, and procedures in cataloging, indexing, classifying, and organizing library materials.
- Principles, practices and techniques of public relations, community outreach, and service promotion.
- Library services and available resources.

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- Recent technological, professional, and societal developments, current literature, and sources of information related to library services.
- Website management procedures, especially the WordPress platform.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Departmental policies and procedures.
- Community demographics as it relates to the use of library services.
- Current technology and library best practices.

Ability to

- Perform professional library tasks including reference, readers advisory, program and service development, collection development and management.
- Present programs to large and small groups of children, adolescents, teenagers, and caregivers.
- Develop collections for children, teens, and parents by reviewing and analyzing collection use.
- Select books, media, and materials for purchase based on community needs and awareness of various cultures and socioeconomic backgrounds.
- Use graphic design principles to create signs, posters, and other promotional materials.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learn and interpret, apply, explain, and ensure compliance with departmental policies and procedures.
- Deal tactfully with the patrons and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of requests for service.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Communicate effectively and courteously with a variety of people, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Plan, organize, assign, and direct the work of assigned staff and volunteers.
- Inspect the work of staff and maintain established quality control standards; train staff in proper work procedures.
- Identify and implement an effective course of action to complete assigned work.

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- Develop plans, services, and programs to meet changing community needs and ensure programs are consistent with library best practices, and optimize the use of technology.
- Analyze system requirements and problems and recommend new or modified equipment or programs to meet department requirements.
- Effectively communicate technology-related issues and concepts with various users.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a Master's degree from an accredited college or university with major coursework in library science, information science, or a related field.
- Two (2) years of experience as a professional librarian in a supervisory role.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 25 pounds and push and pull materials and objects up to 75 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Thomas Memorial Library supports flexible working arrangements. We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contributions made by all.

The Town of Cape Elizabeth is an Equal Opportunity Employer.