Craven-Pamlico Regional Library Invites application for the position of:
Job Title: Youth Services Supervisor
Department: New Bern
Salary: $50,421 w/ benefits **Full Time:** 40 hr. per week
Opening Date: 11/23/2026 **Closing Date:** 12/21/2026

The New Bern-Craven County Public Library serves the general public, local public school and community college students, and local military residents. Under the general direction of the New Bern Branch Manager, the Youth Services Supervisor supports the day-to-day operations of the Youth Services Department, ensures exceptional customer service, and helps maintain high productivity and positive staff morale. This position plays a key role in fostering cooperation, training, shared programming, and effective staffing across the branch.

Responsibilities:

All duties listed below are essential job functions for which reasonable accommodation will be made. All job requirements indicate the minimum knowledge, skills, and abilities necessary to perform the job proficiently. This job description should not be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related tasks as requested by the Branch Manager, subject to reasonable accommodation.

Essential Roles and Responsibilities:

- Coordinate and conduct engaging, educational, and innovative programming for children and teens from birth to age 17. Participation in programs is mandatory.
- Answer informational and reference questions from patrons using print and electronic resources.
- Assist and instruct customers in the use of print and online materials and technology.
- Provide reader advisory services for all age groups; aid customers in selecting books, periodicals, media, and other materials.
- Maintain the library collection by weeding outdated materials, marketing, and merchandising library resources.
- Identify materials for potential addition to the library collection.
- Stay updated on resources, services, and technologies in the information field.
- Supervise volunteers assigned to the Youth Services Department.
- Manage all youth services activities within the library, including evaluating common areas for age appropriateness.
- Collaborate with the Branch Manager to develop the children's library budget and take responsibility for the development of all juvenile materials.
- Plan and assign tasks to subordinates; develop work procedures and schedules.
- Review the work completed in the Youth Services Department.
- Prepare the schedule for the Youth Services Department.
- Guide parents, teachers, and library users of all ages regarding suitable and desirable materials for reading and other purposes.
- Collaborate with organizations serving the community's youth, including public and private schools. Plan and organize special events, programs, and services based on the community's needs and interests.
- Develop and conduct educational, cultural, and recreational enrichment programs through the library.

- Implement programs for children that promote literacy and encourage the use of library facilities, materials, and technologies.
- Create an inclusive and welcoming atmosphere within the library for all users. Provide positive public relations and customer service practices.
- Address the needs of library patrons and resolve complex customer issues.
- Participate in continuing education opportunities and encourage staff to attend relevant training sessions on essential topics.

Knowledge, Skills, and Abilities:

- Knowledge of the principles, standards, and practices of library science.
- Knowledge of library reference sources and methods.
- Ability to create or curate professional resources.
- Ability to use professional knowledge to manage the library's collection.
- Ability to prioritize and manage a self-directed workload.
- Ability to provide information service to customers of all ages.
- Ability to establish and maintain good working relationships with others.
- Ability to exercise tact, good judgment, and initiative.
- Knowledge of word processing and computer applications.
- Ability to communicate effectively orally and in writing to answer reference questions and provide reading guidance.
- Knowledge of the Library's operating procedures.
- Ability to interpret Library policy for staff and the general public.
- Ability to promote interest in library services.
- Ability to plan and provide community-oriented library programs and outreach.
- Ability to adapt to workplace change.
- Ability to classify and catalog materials.
- Ability to effectively train and supervise others.

Schedule:

The New Bern-Craven County Public Library is open Monday–Thursday 9:00 am to 8:00 pm and Friday-Saturday 9:00 am to 6:00 pm. This position will include some nights and weekends. As an exempt employee/supervisor, additional shifts may be required when the department needs coverage.

Benefits:

This is a full-time exempt position with benefits including paid medical, dental, and vision, sick leave, vacation leave, and holiday pay. The position is also eligible for participation in the NC Local Governmental Employees' Retirement System. Eligible employees are automatically enrolled in the retirement system and must contribute 6% of their gross salary each pay period.

Minimum Qualifications:

- Master's degree in Library Science (MLS/MLIS) is required.
- At least two years of customer service experience in a public library, with at least one year of supervisory or lead experience required.
- NC State Library Certification is preferred.

- Must be able to work a flexible schedule, including evenings and weekends.
- Must be proficient in Microsoft Office suite, with the ability to learn and use new technologies.
- Must possess excellent customer service skills, the ability to get along well with others, communicate effectively with the public and library staff, and demonstrate a strong work ethic.
- *G.S. 143B-1209.12 - Subject to SBI criminal history record check prior to hire.*

To Apply:
To be considered for this position, email a cover letter, resume and CPRL online application to hr@mycprl.org with the subject heading "New Bern – Youth Services Supervisor". All inquiries about this job should also be directed to this email address.