

YOUTH SERVICES ASSISTANT

Job Description

The Youth Services Assistant is a non-exempt position responsible for planning, preparing, and assisting the Youth Services Librarian in providing library services to children from birth through grade 5.

Supervision

Work is performed under the general direction of Youth Services Librarian. May receive direction from the Person in Charge.

Essential Functions

- Greets visitors with a smile and helpful attitude.
- Participates in all operations of the Youth Services department, including reference, readers' advisory, collection maintenance, marketing, and outreach.
- Likes children and can communicate easily and effectively with children, parents, teachers, and caregivers.
- Plans, organizes, implements, and evaluates services to children, with a focus on babies and toddlers and their parents.
- Assists patrons using the online catalog, electronic databases, and the Internet.
- Provides support materials for children's programs.
- Develops displays that encourage reading and library usage.
- Represents the library at evening school and community events.
- Proficient in Microsoft Office applications.
- Seeks in-depth familiarity with the children's collection in all formats.
- Possesses a keen appreciation for and understanding of customer service in the execution of duties, with a focus on "getting to yes".
- Collaborates with others to identify and resolve building issues that affect library services.
- Responsible for the general maintenance and appearance of the Youth Services department.
- Resolves patron incidents, problems, concerns, and conflicts in conformance with library policies and procedures and professional standards.
- Shares responsibility for building supervision and opening and closing procedures.
- Performs other duties as assigned.

Qualifications

- Bachelor's degree, relevant experience with children in an educational setting a plus.
- Library or education experience highly preferred.

Knowledge, Ability, and Skills

- Available to perform the above-listed essential functions on site at the library.
- Available to work a schedule that includes evenings and weekends, and that will change from time to time.
- Communicates orally and in writing in English.
- Considerable ability to understand and follow written and oral instructions.

- Communicates and works effectively with the public and all levels of library staff in a warm, friendly, and helpful manner.
- Works independently, making decisions within stated guidelines to solve problems and produce accurate work on a timely basis.
- Works collaboratively and productively with coworkers and supervisors.
- Good organizational and planning skills, with ability to pay attention to detail.
- Dependable, reliable, punctual, and patient.
- Able to relate to culturally and/or economically diverse individuals.
- Demonstrates effective listening skills, in a respectful and sensitive manner.
- Able to be flexible in job tasks and adapt to new situations.
- Exercises initiative and discretion.
- Remains calm in difficult situations.
- Open and alert to suggestions and new ideas.

Physical Requirements/Work Environment

- Work that includes repetitive keyboard use.
- Work that includes the physical strenuousness needed to conduct library programs for young children.
- Work that includes accompanying library patrons to stacks and reaching for items on upper shelves and stooping for items on lower shelves.
- Work that includes carrying several books at a time.
- Work that includes pushing loaded book carts of up to 25 lbs.
- Manual dexterity, clear speech, hearing acuity, and correctable vision.
- Provides own transportation.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible.

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