

LOUDONVILLE PUBLIC LIBRARY

POSITION DESCRIPTION



YOUTH SERVICES ASSISTANT

JOB SUMMARY:

IMMEDIATE SUPERVISORS: Youth Services Lead

POSITIONS SUPERVISED: None

Under general supervision, the Youth Services Assistant completes assigned tasks involving programming, collection management, outreach, and otherwise providing services to patrons from the age of 0 through 18 and their caregivers. The Youth Services Assistant also provides general customer service and participates in the general operation of the library. The Youth Services Assistant must possess a genuine desire to serve children and young people.

QUALIFICATIONS:

- A High School Diploma. A bachelor's degree in education or related field is highly desirable
- Genuine enjoyment interacting with and providing service to children and teens
- Experience working with children and teenagers in a library, school, or social service setting is preferred

KNOWLEDGE OF:

- Library policies, procedures, and techniques (may be acquired after hire)
- Dewey Decimal Classification System
- Wide range of children's and teen books and materials
- Working knowledge of the Internet, current Microsoft Office programs, and office equipment (projectors, printers, copiers, fax machines, microform readers)
- Comfortable with and social networking tools and current technological trends

IMPORTANT SKILLS, ABILITIES AND CHARACTERISTICS:

- Strong sense of humor, high energy level, flexibility, & persistence
- Ability to balance creative thinking and new ideas with tradition
- Willingness to read children's and teen literature on a regular basis.
- Willingness and ability to acquire new skills
- Ability to present a professional image to the public
- Ability to deal courteously and effectively with a diverse public and establish a rapport with young people and their families.
- Ability to communicate effectively in written and oral form
- Strong organizational skills and logical approach to problem solving
- Ability to work independently in the absence of direct supervision
- Ability to handle and supervise multiple tasks concurrently and easily transition between roles
- Physical stamina to lift and bend, stand, and walk
- Orchestrate youth programming
- Ability to work cooperatively with supervisors and coworkers
- Drive a motor vehicle
- Maintain confidentiality

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Note: The duties listed below are inclusive, but not limited to, the tasks performed by this classification.

PUBLIC SERVICE:

- Responds to patron questions in person, by phone, or e-mail
- Assist patrons with the location and use of library materials
- Assist and instruct the public in the general use of the computers and library equipment
- Provides reference & reader's advisory services for babies, children, tweens, teens, and parents and recommends age-appropriate materials to them
- Perform general circulation tasks as needed including the checkout of library materials and the handling of account issues
- Responsible for helping to maintain an appropriate library atmosphere
- Advocate for children and teens in the library and in the community
- Serves as a Floor Leader when assigned. The Floor Leader:
 - Opens or closes the library, as needed
 - Generates and organizes daily lists and reports
 - Ensures adequate staffing by arranging substitutes for absent staff (in consultation with Director)
 - Delegates tasks to other public services staff and manages the daily workflow at the Circulation Desk
 - Is aware of all scheduled activities in the library on a given day
 - Responds directly to disputes, problems, and emergencies
 - Informs Director of disputes, problems, and emergencies using the appropriate procedures and forms

PROGRAMMING & OUTREACH:

- Coordinate and conduct school visits (classes to library and Librarians in schools)
- Conduct impromptu programming using pre-prepared resources and plans
- Create positive, memorable experiences for children of all ages and teens in the library
- Devise, plan, and conduct programs for babies, children, tweens, teens, and parents
- Coordinate with Public Relations to ensure the promotion of events, activities, and news

COLLECTION DEVELOPMENT:

- Under the direction of the Youth Services Lead, develops and maintains the children's and teen collections including selection, weeding, repair, and replacement
- Follows current selection and acquisition policies
- Maintains knowledge of available materials and patron reading preferences

ADDITIONAL DUTIES:

- Attends staff meetings
- Adheres to, supports, and effectively implements administration and library board policy
- Understands and upholds the principles of Intellectual Freedom
- Sorts and delivers mail, as needed
- Performs duties associated with the processing of incoming and outgoing library materials through "cargo" as needed
- Maintains and increases knowledge and skills through attendance at meetings and other continuing education opportunities
- Performs additional duties and assignments, as requested by the Director

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

Overtime: Non-Exempt

Board approved: 04/30/2015