

Job Description



Job Title: Youth Services Assistant
Supervisors: Head of Youth Services
FLSA Status: Non-Exempt
Last Updated: 11/5/2021

JOB SUMMARY:

Under the supervision of the Head of Youth Services, performs professional work including reference and readers advisory and programming. Regularly staffs a public service desk.

DUTIES AND RESPONSIBILITIES:

1. Provides consistent, gracious, and friendly service to internal and external customers.
2. Understands and enforces the library policies and procedures while safeguarding confidential and restricted information.
3. Understands the library mission, vision and strategic plan and aligns programs, services, and collection with these library objectives.
4. Maintains expertise in the use of the library catalog and integrated library system.
5. Assists patrons in the full use of the Library and its digital and print resources, including reference service at all levels, readers advisory, and downloading digital content.
6. Provides instruction to patrons regarding the use of library equipment, software applications on Library and personal devices, Internet resources and social media, eReaders, tablets, and other related technologies.
7. Plans, implements, and evaluates quality programming for children, teens, and families.
8. Creates and evaluates bibliographies, displays, and other marketing materials.
9. Contributes and maintains content for the Library website and social media as assigned.
10. Compiles a monthly report of activities to be given to supervisor.
11. Seeks and engages in professional development opportunities relevant to youth services.
12. Performs tasks associated with opening and closing the Department.
13. Provides written incident reports to Management Team.
14. Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Excellent customer service skills.
2. Knowledge of the policies and procedures of the Library.
3. Knowledge of popular materials for children, teens, and families as well as readers advisory tools.
4. Ability to establish and maintain effective working relationships with staff members and Library users.
5. Ability to communicate effectively orally and in writing, and to follow written and verbal directions.
6. Ability to exercise appropriate judgment and discretion.
7. Ability to work independently after training is complete.
8. Ability to manage and prioritize multiple tasks.
9. Ability to identify recreational and educational needs of children, teens, and families in the community.
10. Ability to adapt to change.

11. Ability to conduct a reference interview to identify the need driving a patron's initial question.
12. Knowledge of PCs and Windows software applications, and other relevant technology.
13. Ability to bend, stoop, lift and carry. Ability to push fully loaded cart.
14. Ability to lift, push, and pull equipment, furnishings, and supplies as necessary to set up programs.

QUALIFICATIONS:

- Two years of college or LTA Certificate.
- Minimum one year of customer service experience; library experience preferred, experience working with children preferred.