

LIBRARY ASSISTANT (YOUTH SERVICES)

Position Purpose:

Under the immediate supervision of the Head of Children's Services and/or the Head of Teen Services, performs readers' advisory tasks, reference services, program creation, management or assistance services, book display management and room reservation assistance. In the absence of the Head of Children's Services and the Head of Teen Services, is supervised by the Assistant Head of Children's Services. Performs all other tasks as required.

Supervision:

Supervision Scope: Exercises judgment in the performance of Youth Services duties.

Communicates deviations from established policies and procedures to the Head of Children's Services or Head of Teen Services or the Assistant Head of Children's Services. Enforces library policy.

Supervision Received: Works under the supervision of the Head of Children's Services or the Head of Teen Services, from established policies and procedures, and in support of the overall goals of the library. Performs regular duties independently.

Supervision Given: None

Job Environment:

Carries out a large variety of service and clerical tasks in a fast-paced work environment that includes and/or requires: interacting with customers of all ages and interests; navigating automated library systems; using online library room reservation software.

Operates in Microsoft Office Suite (MS Word, MS Excel) and Google Suite.

Provides excellent customer service and basic reference assistance; retaining substantial information; giving significant attention to detail;

Has constant contact with the general public, children, parents, and childcare providers and regular contact with schools, teachers, children, and other librarians; some contact with Library Trustees, Library Support groups such as the Goodnow Library Foundation, other community leaders and other community organizations.

Carries out substantial physical activities (lift up to 40 pounds, move, retrieve and shelve materials, open and close library doors); adjusting pace and priorities based on the level of desk activity.

Errors could result in substantial delays and confusion and significant adverse public relations. Has limited access to confidential information concerning library users.

Requires working day, evening, and weekend hours. Must have flexibility in schedule – ability to fill-in at times to meet scheduling needs.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assists in directing Pages and Teen and Senior volunteer workforce in providing current department tasks and needs.

Creates, plans, organizes and implements children's/teen department programs and services for multiple age groups based on nationally recognized library standards

Willingness to fill in for programming if a situation arises.

Maintain cleanliness of the children's department, including keeping toys tidy, ensuring broken toys are removed from the play area for safety.

Familiarity with or a willingness to learn about social media and technology used in the Children's and Teen Departments.

Assists patrons with downloading digital content from public catalog.

Assists in maintaining accurate up-to-date program, database and room reservation statistics.

Provides information on the resources and services available at the library and their location. Assists users in locating material in Children's and/or Teen collections.

Provides basic or in-depth on-line catalogue assistance to users.

Receives telephone queries. Responds directly or refers calls to other staff members as is appropriate. Adept operation of phone system required.

May be asked to plan and create visually attractive book displays that are timely and of interest to the community, but that may also highlight under-circulated areas of the collection.

Helps to maintain accurate reserve systems for library materials.

Shelves materials and keeps shelved material in order as required.

Creates external communications such as flyers, posters, electronic newsletters, social media posts etc.

Assists in maintaining various files as needed.

Adjusts work pace and priorities to meet service desk demands effectively.

Communicates problems and suggestions for changes in policies and procedures to supervisors.

Contributes to fostering teamwork by: performing other related tasks as needed; being positive and supportive of the efforts of staff in all library depts.; keeping other staff members informed of

relevant activities; keeping informed of relevant activities of other department; filling-in on the schedule for other staff; attending staff meetings, and addressing problems and conflicts with co-workers directly, tactfully and cooperatively.

Plays an important role in conveying a positive image of the library to the public. Is courteous and maintains an enthusiastic and supportive attitude when interacting with the public, both on the telephone and in person. Explains policies in a clear, positive, pleasant, and tactful manner.

Is equitable, respectful and patient with all users, particularly when dealing with complaints or requests for a policy change or exemption. Refers users to supervisor if situation remains unsatisfactory to staff or user.

Recommended Minimum Qualifications:

Education, Training and Experience:

Typical qualifications for this position include a Bachelor's degree and 1-3 years of related experience, but any equivalent combination of education and experience which demonstrates possession of the required knowledge, experience, abilities and skills will be considered. Library experience, particularly in an automated circulation and on-line catalog setting, desired. Experience working in a busy public-service or customer service environment. Proficiency with computers, Microsoft Office, Google Suite and integrated library systems software, such as Sierra. Strong internet navigation abilities. Social media experience and skills. Programming experience. Experience working with children, birth through high school, desired.

Knowledge, Ability and Skill:

Thorough knowledge of library procedures, practices and terminology. Knowledge of library equipment and the operation of computer software applications, particularly word processing, spreadsheet, database, email and internet. Knowledge of Children's literature desired.

Ability to communicate with library users of all ages and interests in a tactful, courteous, positive and effective manner, in both speaking and writing. Ability to convey to users of all ages an enthusiasm for working with and helping them. Ability to interpret community interests and needs.

Possess good listening skills, the ability to interact with library users effectively and discreetly, and work cooperatively with other staff members within established guidelines.

Efficiently and effectively navigate the library's automated circulation system and room reservation software to assist patrons and staff.

Ability to explain policies to users in a pleasant and confident manner, to implement policies with consistency, to recognize problems in implementing policies, and to formulate recommendations to change policies.

Willingness to learn new skills. Ability to recognize situations or decisions that should be passed on to supervisors or other staff members.

Ability to work quickly, efficiently and accurately in a fast-paced work environment. Ability to adjust to pace of work and service priorities based on service desk situations. Ability to carry out physical tasks efficiently and effectively.

Ability to organize materials, records and workload and to perform all opening and closing procedures of the library as laid out in the respective procedures.

Ability to use digital catalog to download e-content to various eReaders. Ability to instruct others individually in the use of the Library, including print and electronic resources. Ability to employ social media outlets the library uses for publicity purposes.

Ability to plan and/or fill in for children's and teen programmers when a situation arises.

Ability to evaluate books and other material for quality, content and suitability for various age levels and reading levels in making recommendations to children or parents.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require the ability to exert moderate to strenuous physical effort; standing, lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (30 pounds). Tasks involve extended periods of time at a keyboard or workstation. Certain tasks require the ability to view computer screens and print materials for extended periods of time. Certain tasks require verbal communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)