

JOB TITLE: Youth Services Assistant

DEPARTMENT: Youth Services

REPORTS TO: Head of Youth Services

CLASSIFICATION: Group 5

STATUS: Non-Exempt

OBJECTIVE:

To provide reference and readers' advisory services, programming, instruction, and materials selection to children.

DUTIES:

1. Understands and carries out the Library's policies, procedures, values, and strategic planning goals.
2. Performs readers' advisory.
3. Answers readers' services and basic reference questions.
4. Assists and instructs patrons in the use of office machines, computers, and Library equipment.
5. Plans, prepares, and conducts programs.
6. Assists with staffing, operations, and programming.
7. Instructs patrons in the use of the Library's eCollections and associated technology.
8. Selects materials for the collection and participates in collection evaluation and maintenance.
9. Stays current with trends in youth literature and Library services.
10. Promotes and markets the Library's youth services collections, including writing promotional material and creating physical and digital displays.
11. May promote programs, events, and services to community groups, including in-person visits.
12. Attends appropriate meetings, workshops, and conferences.
13. Oversees the work of volunteers.
14. Performs a variety of clerical tasks.
15. May write reports, grants, and compile statistics.
16. May assist at other public desks.
17. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Bachelors Degree.

2. One year experience working with children. Library experience working with children preferred.
3. Available to work evenings and weekends.

Or

1. Two years college.
2. Two years experience working with children. Library experience working with children preferred.
3. Available to work evenings and weekends.

#### KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to establish and maintain effective work relationships with staff and patrons.
2. Ability to perform excellent customer service and to communicate general Library policies and procedures to the public.
3. Ability to conduct a patron interview and to provide an accurate response in a timely manner.
4. Ability to remain calm in difficult situations.
5. Ability to handle multiple and simultaneous tasks.
6. Ability to work as a member of a team.
7. Ability to work independently.
8. Ability to use print and electronic resources.
9. Extensive knowledge of materials for children and their caregivers in a variety of formats.
10. Skill in written and spoken communication.
11. Extensive knowledge and skill in the use of appropriate technology.
12. Willingness to learn new skills.

#### TOOLS/EQUIPMENT USED:

A variety of office machines, computers and Library equipment.

#### PHYSICAL DEMANDS/WORK ENVIRONMENT:

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of Library materials from one Library location to

another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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