Chillicothe & Ross County Public Library

Youth Services Clerk

Supervisor: Enrichment Services Manager
Position: FLSA Non-Exempt
Pay Band: B

Position Summary

The Youth Services Clerk assists the Enrichment Services Manager and Assistants ensuring a positive experience for children, teens, and their caregivers by engaging in conversation and connecting users with library materials while promoting services and leading library programs.

Essential Duties & Responsibilities

- Responsible for assisting with services and programs to youth and parents, both in the library and at events off-site, under the guidance of the Enrichment Services Manager and/or Assistants.
- Work in public service areas as assigned: including the children's desk, processing, reference and accounts; answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Evening and weekend hours required.
- Maintain library spaces to ensure an orderly and attractive experience for patrons.
- Provide readers' advisory for juvenile materials, answering reference questions, promoting youth services events, and engaging with children and parents in the library.
- Assist the Enrichment Services Manager and/or Assistants in the development and presentation of library programs for youth, both at the library and at remote locations.
- Serve on Bookworm development team.
- May prepare support materials and statistics for the Youth Services department.
- Assist patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Actively participate in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D.
- Two years' experience with teenagers and children in an educational setting preferred.
- Demonstrated ability to work and interact with children and teens.
- Demonstrated familiarity with Young Adult and Children's literature.
- Ability to communicate effectively.
- Familiarity with MS Office products.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, ILS, software programs, and other job-related equipment.

Supervisory/Management Responsibilities

None.

Interaction

Frequent interaction with library employees and patrons.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel by automobile is required for position responsibilities and training. Typically with the Enrichment Services Manager or Assistant.
Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Nature of work requires an ability to expertly communicate and exchange information, and to collect, compile, and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Majority of the work performed in a general office/library setting.

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.