



Job Description: Youth Services Associate

JOB TITLE: Youth Services Associate
DEPARTMENT: Public Services
REPORTS TO: Public Services Manager
SUPERVISES: None
FLSA STATUS: Non-exempt
PAY GRADE: 5

JOB SUMMARY

The Youth Services Associate is responsible for providing reference, readers advisory and technology instruction. Participates in promoting the collection and filling item requests.

ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The employee is expected to possess the knowledge, skills and abilities needed to carry out these essential functions. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

1. Provide reference and readers' advisory services for children, teens and caregivers. Maintain familiarity with literature genres and readers' advisory tools.
2. Provide assistance and instruction for technology, especially technology provided by the library including software available on library computers, mobile devices, makerspace equipment, online databases and digital collections.
3. Perform other public on-desk duties, including program registration, managing study room reservations, monitoring and answering phone calls and department email, etc.
4. Prepare and maintain book displays, book lists and other patron aids which promote the collection.
5. Process requests for materials.
6. Support programming and current events that engage the community.
7. Stay informed of new library trends, technologies and community needs.
8. Use technology and equipment (software applications, computers, internet, email, etc.) to effectively and efficiently perform essential job functions.

OTHER RESPONSIBILITIES

1. Provide purchase suggestions to librarians. May be assigned selection responsibilities within an allocated annual budget.
2. Participate in collection maintenance, including running reports and de-selecting items in assigned collections.
3. Support community outreach and engagement.
4. Provide assistance at the Adult Services Desk as needed.
5. Recommend and help develop procedures for new (or improved) library services.
6. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
7. Straighten and clean public service area as needed.
8. Troubleshoot minor technology and equipment problems.
9. Assume the role and duties of person in charge as needed
10. Other duties as assigned.

EDUCATION AND EXPERIENCE REQUIRED

1. High School Diploma or equivalent.
2. Library and Information Technology Associate's Degree or Certificate (LTA) preferred.
3. Experience in youth services department of a public library.
4. Fluency in spoken and written Spanish preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT

These physical demands are needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

At least 75% of the employee's regular duties involve the use of a computer (keyboard, mouse). Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee works in an active environment and must be able to move throughout the Library. While performing the duties of this job, the employee will sit, stand, walk, push, move, bend, squat, reach and stretch. The employee must be able to lift 25 pounds and transport or move up to 100 pounds of materials from one location to another using a wheeled cart.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment. This position requires an extensive amount of verbal communication. Speech and hearing abilities are essential.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the Library, including outdoors.

GENERAL PERFORMANCE REQUIREMENTS

In order to perform these duties effectively and in a manner consistent with the Library's commitment to high quality public service, every employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities. Specific examples of behaviors for each competency are available upon request.

- **Teamwork**
Builds good working relationships with staff members across the Library. Shows respect for others and values their contributions. Cooperates with others and works as part of a team to make valuable contributions toward achieving Library goals.
- **Communication**
Communicates clearly, effectively and concisely in both written and verbal forms. Actively listens to others' ideas and perspectives. Communicates with tact and diplomacy, and remains sensitive to the diverse communication styles of others. Presents a positive demeanor through tone and phrasing of messages.
- **Customer Service/Interaction with Others**
Offers friendly, thorough and timely service to a diverse group of internal and external customers, including but not limited to library members, guests and fellow staff. Takes time to fully explore customers' needs and tailors a response for each situation. Shares information openly to increase others' knowledge and ultimately improve the customers' experience.
- **Job Knowledge & Application**
Applies knowledge to accomplish the primary responsibilities of the position and achieve results within established procedures, policies and timeframes. Maintains quality and performance standards in all situations, and accepts responsibility and accountability for all tasks performed. Utilizes resources (time, equipment, budget, etc.) to maximize efficiency and productivity.
- **Flexibility/Adaptability**
Modifies behaviors and work methods in response to new information, changing conditions or unexpected obstacles. Responds to and handles unexpected and/or difficult situations calmly and appropriately. Accepts, adapts to and encourages change as necessary.
- **Image/Integrity**
Ensures all interactions are conducted with genuine honesty, dignity, and openness. Demonstrates behaviors that reflect positively on the Library and uphold the Library values and image. Exhibits energy and enthusiasm for the job and the organization.
- **Problem Solving & Decision Making**
Recognizes and fully identifies problems. Gathers and analyzes data, evaluates a variety of options and determines the best course of action. When appropriate, obtains necessary approvals, implements and then ensures effectiveness of decisions.
- **Innovation**
Generates new ideas and solutions. Challenges the status quo. Actively pursues new or improved ways of accomplishing tasks or supporting Library objectives. Stays abreast of trends, remains open to new ideas and focuses on continuous improvement.

- **Planning and Organizing**
Understands needs, establishes priorities and appropriately utilizes resources (time, technology, budgets) to proactively develop work plans. Monitors and adjusts ongoing plans to implement projects correctly and ensures they are completed in an effective and efficient manner.
- **Self Development**
Pursues additional knowledge and skills to enhance personal growth and contribute to the success of the organization. Seeks opportunities for learning new areas and participates in new projects to keep skills current and broaden knowledge.