



JOB TITLE: Youth & Teen Services Associate
DEPARTMENT: Public Services
FLSA STATUS: Non-exempt
REPORTS TO: Public Services Manager
PAY GRADE: 7
SUPERVISES: Student Volunteers

JOB SUMMARY

Responsible for providing reference, readers' advisory and programming services for children and teens. Provides technology assistance and instruction. May be assigned an area of specialty.

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 may be requested to perform job-related responsibilities and tasks other than those stated in this job description. The employee is expected to possess the knowledge, skills and abilities needed to carry out these essential functions.

1. Provide excellent experiences for members and guests.
2. Provide reference and readers' advisory services for children and teens.
3. Provide assistance and instruction for technology, especially technology provided by the library including software available on library PCs, mobile devices, online databases and digital collections.
4. Create and maintain book displays, bibliographies and other aids that promote collections and services.
5. Plan, prepare and implement developmentally appropriate programs that inform, educate, entertain and build community. Programs may be in-person or virtual.
6. Stay informed of new library trends, technologies and community needs.
7. Maintain familiarity with collections and knowledge of all genres of children's and young adult literature.
8. Understand and use technology systems and equipment in the areas of hardware, file management, software applications and internet.
9. Maintain department inventory lists and/or indexes of programming resources (ex. flannel boards, Ellison dies, puppets, storytime books).
10. Develop content to be shared through communication channels such as the Library's newsletter, eNews, website, social media and staff newsletter.
11. Promote the Library by using best practices for public relations.

OTHER RESPONSIBILITIES

1. Cooperate with coworkers across all departments.
2. Monitor and manage the use of the Library by members and guests in accordance with Library policies and procedures.

3. Build a strong, balanced, up-to-date and relevant collection by selecting materials in assigned genres and formats with attention to allocated budget. Maintain assigned collection areas on an ongoing basis. (Collection budget responsibility no more than \$5,000 annually.)
4. Provide assistance at the Adult Services and Member Services Desks as needed.
5. Coordinate work for and supervise student volunteers.
6. Schedule and conduct tours, training, outreach and programs for visiting classes and groups.
7. Maintain mutually beneficial relationships between the Library, School District and other community organizations.
8. Participate in outreach efforts, including special events, presentations and selection and delivery of materials to homebound members.
9. Straighten and clean public services areas as needed.
10. Troubleshoot minor equipment problems.
11. Assist with other duties and projects as assigned.

EDUCATION AND EXPERIENCE REQUIRED

1. High School Diploma or equivalent required. Bachelor's Degree or Library Technical Assistant Certificate, preferred.
2. One year successful experience working with children and/or teens in a public library or two years successful experience in a role working with children in an educational setting.

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 50% 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.