

**HELEN PLUM PUBLIC LIBRARY DISTRICT
JOB DESCRIPTION**

TITLE: Youth Services Library Associate I

RELATIONSHIPS: Reports to the Youth Services Manager

This job may be held by more than one employee, in either a non-exempt full-time or part-time capacity. One employee may perform more of certain duties than another employee.

This job description is meant to be a general guide to the responsibilities and duties of the job and is not intended to list every possible task an employee may be called upon to perform.

POSITION DESCRIPTION:

Performs reference and reader's advisory services; assists and supports YS Department programs, initiatives, and clerical needs; works independently under the supervision of the Youth Services Manager; other duties as assigned.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Provides consistently professional, gracious, and friendly service to patrons and colleagues
- Communicates and works effectively (both individually and as a team member) with the public and all levels of Library staff
- Understands Library policies and procedures and demonstrates a commitment to supporting their successful implementation
- Supports and assists with programs and initiatives for children, teens, caregivers, and educators
- Provides reference and reader's advisory services to library patrons to satisfy their recreational and informational needs; contributes to the development of department resources (print and online) that help match readers with books
- Supports the facilitation of play experiences in the YS Department, including helping maintain safe, hospitable, accessible, and aesthetically pleasing play spaces
- Supports YS collection management duties; reads current professional reviews of new materials
- Coordinates volunteer projects when assigned
- Assists patrons with the online catalog, internet stations, iPads, and other electronic resources
- Maintains an awareness of trends in services for children, teens, caregivers, and educators
- Participates in professional development, meetings, and assigned training
- Takes action to deal with potentially disruptive or problematic situations
- Embodies the Library's Culture Code, and supports the Library's Vision and Mission

ABILITIES, KNOWLEDGE, AND SKILLS:

- Understands that customer service is at the forefront of all work activities
- Able to exercise initiative, tact, independent judgment, and discretion
- Strong written and verbal communication skills
- Well-organized, attentive to detail, and able to prioritize tasks
- Professional in appearance and demeanor
- Flexible and adaptable to new situations, able to compromise
- Exercises appropriate judgement and discretion
- Demonstrates computer skills and a commitment to maintaining computer literacy

- Demonstrates knowledge of children's materials
- Able to maintain an inviting and safe environment for Youth and Teen Services patrons
- Must be able to comprehend and respond to coworkers and patrons in person, email, chat, and telephone conversations
- Must be able to:
 - Lift and move objects weighing up to 20lbs
 - Sit or stand for extended periods of time
 - Bend to retrieve items from the floor
 - Accompany patrons to book locations and all public areas of the Library
 - Push a cart of objects weighing greater than 100 pounds
 - Perform repetitive hand motions for extended periods of time
- Must be able to work scheduled hours and meet general attendance requirements which includes evenings and weekends

QUALIFICATIONS:

- Bachelor's degree, LTA, or relevant children's experience preferred
- Library experience preferred
- Previous experience working with children in a group setting
- Valid Driver's License, excellent driving record, insurance, and access to a vehicle for possible outreach tasks