



YOUTH SERVICES LIBRARY ASSISTANT (PART-TIME)

JOB DESCRIPTION:

Essential Job Functions:

- Greets and assists Library patrons with effective and welcoming customer service skills.
- Engages with young children and caregivers, and interacts with tween/teen patrons to channel their energy in a positive direction during busy periods such as after school.
- Effectively performs all circulation functions including checking items in and out; updating patron records; creating cards for new library patrons.
- Performs basic collection maintenance tasks as assigned (minor book repair, labels, shift tight areas, shelf reading, etc.)
- Maintains the orderliness of Youth Services areas, ensures displays and activity stations remain well stocked, and completes other duties as assigned by the Head of Youth Services.
- Helps patrons search for and request interlibrary loans using the online catalog.
- Assists patrons with library equipment, including photocopiers, computers, printers.
- Assists patrons with general troubleshooting questions and using the online catalog, internet, and online resources.
- Maintains confidentiality of library records.
- Collects and processes charges for damaged items, out of town cards, or printing.
- Answers phones in a courteous and professional manner; calls patrons regarding requested, overdue, or billed items.
- Answers basic questions and refers more complex questions to appropriate staff as needed.
- Processes library materials with labels and protective covers.
- Enforces Library Conduct and Borrowing policies, informing administration of infractions.
- Supports intellectual freedom as espoused in the library's Collection Development Policy.
- Abides by all remaining policies as well as the Library Bill of Rights and Code of Ethics.
- Performs other duties as assigned.

Qualifications:

- A strong commitment to customer service is essential.
- Enjoys working with young children, tweens/teens and their caregivers.
- Excellent public service skills and patience when working with people of all ages and abilities.
- Exemplary organizational skills and attention to detail.
- Ability to meet deadlines and willingness to reprioritize as departmental needs evolve.
- Ability to balance multiple tasks associated with the day-to-day services of the library.
- Ability to maintain absolute confidentiality of library records and administrative matters.
- Good clerical and keyboarding skills are required.

- Very comfortable using computers, the internet, digital resources, and online platforms to perform circulation functions and assist patrons with general troubleshooting and the use of online resources.
- Good knowledge of current office practices and procedures.
- Ability to analyze situations accurately and to adopt an effective course of action.
- Ability to establish and maintain effective working relationships with co-workers.
- Library skills sufficient to accomplish the duties listed above, “transferable” skills, or the ability to learn those skills. In particular, the ability to learn the use of the Dewey classification system, and other library procedures is required.
- Creativity and artistic ability is a plus.
- Sense of humor is essential.

Job Specifications:

- **Education and Experience:** A Bachelor’s degree from an accredited college or university is preferred. A high school diploma (or equivalent) and applicable work experience may be substituted. Experience in a library setting is highly desirable.
- **Physical Requirements:** Performs duties under typical library conditions. Position requires frequent physical effort, such as carrying books (20-30 lbs), pushing book carts (up to 150 lbs), bending, stretching, grasping, etc. to retrieve library materials. Able to view computer screens for extended time periods and to operate computers, telephones, photocopiers, printers and other office equipment.
- **Reports to:** Head of Youth Services