

Youth Department Assistant

Job Title: Youth Department Assistant

Non-Exempt

Direct Supervisor: Youth Department Librarian

Basic Function: Perform a variety of standard clerical work in the Youth Department. Provide library service to children, parents, and caregivers. Assist Youth Department Librarian in the area of service as well as in the day to day management of the Youth Department.

Education and formal training:

Required: High School education or G.E.D equivalent or 6-12 months related training

Preferred: Associate's degree or equivalent from 2 year college or technical school or 1-2 years related training

Experience:

Required: Customer service experience

Preferred: Experience working with children, Library experience

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Essential competencies that apply to all library employees:

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner.
- Show a capacity for grasping concepts and asking questions to gain further understanding.
- Communicate effectively orally and in writing.
- Effectively use computer/technology skills for the position.
- Cross-train in other areas of the library as appropriate.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Show that essential job functions can be performed with little or no supervision.
- Work cooperatively with managers and co-workers.
- Comply with library policies and operational procedures.
- Comply with safety and security standards; keep the workplace safe and clean.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities and practice self-development.

Essential duties and responsibilities:

- Provide efficient, courteous public service and present a positive image of the library in attitude, appearance and performance of duties.
- Create an environment that encourages learning, reading, and use of the library by children and families.
- Assist with regular programming for ages 0-5, elementary students and young teens. Engage in library outreach activities with area schools, service organizations and the larger community.
- In the absence of the Youth Department Librarian, supervise activities.
- Help plan and execute story times and other library programs for children and families.
- Maintain summer reading program files and distribute prizes.
- Use Youth Department equipment, including copier, printer and telephones. Monitor Internet activity as well as use of library technology equipment.
- Instruct patrons in using library technology and assist patrons in finding and utilizing materials.
- Check and empty book drops. Inspect materials before shelving.
- Daily shelf maintenance and sort and shelve library materials.
- Responsible for setting up and maintaining the circulation desk.
- Promote library programs and services to patrons, including but not limited to Story times, Kansas Library Card, National Library Week, Summer Reading Program, Interlibrary Loan, State Databases and Electronic book resources.
- Responsible for circulation services. This includes but is not limited to: creating new patron accounts, checking materials in and out, filling hold and ILL requests, making overdue contacts, collecting fines and fees, renewing materials and answering patron inquiries.
- Input and maintain borrower registration information, screening for accuracy and completeness.

- Participate in staff meetings in a non-confrontational manner, with maturity, and as a team player.
- Attend job related workshops and training sessions.
- Perform other duties consistent with the responsibilities of the position.

Working Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities. While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually quiet to moderate.

Physical and Environmental Factors: This job requires an equal amount of time spent moving and being stationary. The duties of this job include physical activities such as climbing, reaching, lifting (up to 20 pounds), moving loaded book carts weighing up to 75 pounds, walking, grasping, feeling, talking, hearing/listening, seeing/observing and repetitive motions. Specific vision abilities required by the job include close, distance and peripheral vision; depth perception and the ability to adjust focus. Must be able to manage distractions such as telephone calls and other disturbances. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions or activities.

Required Knowledge, Skills and Abilities: Ability to maintain confidential information. Ability to reliably and predictably carry out duties. Knowledge and understanding of reference tools, research skills, general literature and of basic library principles, procedures, technology, goals and philosophy of services. Ability to use office equipment such as copy machine, fax machine, computers and relevant software. Ability to learn to use library resources and materials, information resources and community resources and information. The person in this position frequently communicates with patrons in person, by telephone and email. Employee must be able to exchange accurate information in all forms of communication. Ability to work nights and weekends, as needed.

The Abilene Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the Abilene Public Library will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Duties and responsibilities, as required by business necessity, may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

I have read and understand the duties of this job description and, by signing below, agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Library Director

Date
