

Mary Wood Weldon Memorial Library

Position Title: Youth Services Assistant

Immediate Supervisor: Youth Services Department Manager

Overview:

The Youth Services Assistant supports the Youth department by assisting patrons in the use of library materials, computer help and performs all adult services tasks in accordance with established library policies and procedures. Public service work is at the Youth Services desk. Staff is cross-trained in circulation. Supports and interprets the library's mission, policies and procedures in a customer-responsive manner. Has the ability to make independent judgments.

Education, Training and Experience:

Sufficient education, training and/or work experience to demonstrate possession of the required knowledge skills and abilities. Library customer service preferred, alternate customer service experience required. Associate degree is required. Undergraduate degree is preferred. This part-time position requires working scheduled daytime, evening and Saturday hours. KDLA certification is encouraged.

Primary:

- Provide reader's advisory and reference assistance to library patrons.
- Provides computer help for youth patrons.
- Participate in implementing Summer Reading sign-up.
- Issue guest passes for youth when needed.
- Shelves books when needed.
- Performs related work as required and assigned for the efficient and effective operation of the library.
- Works collaboratively with other staff and takes on other duties as assigned.
- Acts as an advocate for the library when appropriate.

Secondary:

- Answer telephone; transfer calls and take messages as needed.
- Check books in. Check books out to patrons.
- Clean books as needed.
- Dust counters & shelves.
- Record daily reference questions on stat sheet.

Skills, Knowledge, Abilities:

- Broad knowledge of library services and operations and commitment to excellent customer service.
- Comfortable operating office machines and computers.
- Ability to work independently, manage time and resources to achieve results.
- Ability to work with others who perform circulation and shelving tasks.
- Ability to analyze issues, and to exercise good judgment to solve problems and make decisions in consultation with the Youth Services Manager or the Director.
- Good interpersonal and communication skills, in person, by phone and on-line.
- Skilled at working cooperatively and collaboratively with customers and staff to achieve results.
- Ability to both follow and give oral and written instructions.
- Flexible, adaptable and able to flourish in a changing environment.
- Dependable, motivated self-starter, able to work a flexible schedule, including evenings and weekends.

Physical Requirements:

- Job requires walking, standing, sitting, bending, kneeling, stooping and reaching. May be exposure to dust.
- Requires use of a computer monitor, keyboard and mouse.
- Job requires lifting of up to 20 pounds and pushing of a loaded book truck with up to 35 pound of pressure.
- Ability to communicate effectively using speaking, hearing, writing and vision skills.