

JOB SUMMARY

The Youth Services Library Associate reports to the Youth Services Manager and assists in providing library services to children and families in and outside of the Library. This position provides excellent customer service to library patrons, plans and conducts programs with a focus on children and their caregivers, promotes youth services to the community, participates in the day-to-day operations of the library, and administers other library services as assigned.

MAJOR DUTIES / ESSENTIAL FUNCTIONS

The following list identifies the principal duties of this position, but it is not exhaustive. Other duties may be required or assigned.

- Serve as a member of the youth services team to administer the youth area of the library. Develop feasible, realistic solutions to problems or questions. Recommend changes or improvements in library operations to supervisors when appropriate.
- Organize, prepare and present programs for youth to promote life-long independent readers and literacy in our community. Programming examples include preschool story-times, book clubs, outreach to local daycare facilities, schools and organizations, the Summer Reading Program and passive programming.
- Provide high quality, approachable customer service to patrons via various communication methods, such as in-person, phone, email, online chat and text. Maintain confidentiality in all interactions and communications with patrons.
- Prepare informational and promotional materials about library events and resources including press releases, flyers, displays, resource guides, calendars and newsletters in both print and non-print form.
- Participate in the maintenance of the children's collection. Process new materials as necessary. Make minor repairs to library materials and equipment. Bring items in non-working or poor condition to the attention of appropriate staff. Participate in inventory of library materials. Maintain youth services storage areas.
- Promote library services through community outreach and participation.

OTHER JOB DUTIES

- Maintain up-to-date knowledge of trends in youth services by reading professional literature and participating in committees and continuing education opportunities.
- Coordinate work assignments and supervise the work of volunteers as directed.
- Ensure an up-to-date and accurate online presence of the youth services department.
- Use budgeted funds and materials effectively and efficiently.
- Prepare and maintain library statistics as requested.
- Follow and enforce library policies and procedures.
- Maintain a working environment that sustains a high level of employee morale and productivity.
- Perform other tasks and projects as assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited college with a focus on education, communication, public service or library and information science, OR a combination equivalent education and experience that provides the required knowledge and skills for this position.
- Three (3) or more year's customer service experience required.
- Good communication skills and strong customer service skills required.
- One (1) year experience in public library operations preferred.
- Experience, knowledge, or training related to children and youth services preferred.
- Completion of a library reference class within 9 months of start of employment.

REQUIRED KNOWLEDGE AND ABILITIES

- Ability to work well with and relate to patrons of all ages, especially including youth, and families.
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors.
- Demonstrated ability to market, publicize and promote library services to the public.
- Ability to set priorities, manage time and complete tasks on time. Creatively and effectively make decisions based upon experience, knowledge, or training without supervision. Considerable ability to understand and follow written and oral instructions.
- Knowledge of literacy, youth services, youth library operations services and materials.
- Ability to maintain a working knowledge of contemporary issues, trends and technology in youth services by attending workshops, professional meetings and by reading current professional literature.
- Ability to gather statistics, analyze information and prepare reports.
- Ability to maintain confidentiality of library patron information.
- Ability to understand library policies and procedures and apply them to library operations.
- Basic competency and experience using and supporting current digital devices and software, including, but not limited to, Microsoft Office, the Internet, Adobe Software Suite, iOS and Android platforms and devices.
- Proven ability to adapt quickly to a changing technological and content/information distribution landscape.
- Ability to create or propose engaging and meaningful content for library-sponsored social media networks, including Facebook, Instagram and Twitter.
- Good oral and written communication skills.
- Proficiency with English grammar and spelling.
- Ability to calculate basic arithmetic problems without the aid of a calculator.

TOOLS AND EQUIPMENT

- Proven ability to use office technology including, but not limited to: Integrated Library Systems, email, the Internet, Windows and Mac operating systems, Microsoft Office, Adobe Software Suite, print management software, personal electronic devices including iPad, Kindle, Nook, iPhone, and Droid smart phones, and new technology as introduced and/or adopted.
- Skill in the operation of the following tools and equipment: automated materials handler, photocopier, printer, scanner, calculator, book truck, fax machine, cash register, audiovisual equipment, telephone, and new equipment as introduced and/or adopted.

SUPERVISION / ACCOUNTABILITY

- Accountable to the Youth Services Manager and in his/her absence the Assistant Library Director.

LICENSES AND SPECIAL CONDITIONS

- Possession of a valid Wisconsin Driver's license is required.
- Must be able to maintain a regular work schedule and work evenings and weekends, sometimes with little notice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands and fingers to reach and feel books or operate equipment and reach with hands and arms.
- Using hands to finger, handle or touch books, write, file, sort, shelve and keyboarding.
- Using hands and arms in handling, installing, positioning, and moving materials and manipulating items.
- The employee frequently is required to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist, and balance using legs and feet.
- The ability to exert muscle force to lift, push, pull or carry furniture for room set-up.
- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Ability to talk and hear.
- Close vision and distance vision are required.
- The employee frequently is required to lift and reach books above the shoulders.
- The employee must frequently lift or carry up to 50 pounds safely.
- The employee must occasionally push or pull: objects weighing 300-400 pounds, with mechanical and/or physical assistance.

WORK ENVIRONMENT

Work is frequently performed in a library environment with a large volume of public interaction.

Occasionally, work is performed in outdoor weather conditions. Employees will be exposed to dust. The noise level is usually quiet to moderate.

SELECTION GUIDELINES

As a non-union position, the selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, the verification of education and experience, oral interviews, and reference checks. Related tests may be required by the City. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. Prior to appointment, candidate may be fingerprinted and a record check made of local, state, and/or federal authorities before final approval.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by the Library Board of Trustees August 1999

Revised October 14, 2014

November 15, 2016

February 8, 2018

November 30, 2018

December 10, 2020