

Youth Services Assistant

Position description

Revised 2015



REPORTS TO: Head of Youth Services
JOB DETAILS: Grade 5A, part-time hours, no benefits, background check required for employment.

PURPOSE OF POSITION: Under the direction of the Head of Youth Services, support Crown Point Community Library's mission of being a community center for lifelong discovery by creating and leading programs for children ages 0-18 and providing excellent customer service to library patrons of all ages.

QUALIFICATIONS:

- Bachelor's degree is required.
- It is preferred that all applicants have either a library background or a background in primary education and/or child care.
- Demonstrated experience working with children aged 0-18, and their caregivers.
- Knowledge and enthusiasm for children's literature and literacy development for school-aged children.
- Experience in planning, promoting, and implementing public programs for teens and children.
- Strong computer skills including Internet, standard office applications, and smart devices
- Excellent communication skills.
- Valid driver's license for occasional travel to Winfield Branch Library.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to inquiries and provides customer service, assistance, and instruction to library patrons; interprets library rules, policies, and procedures to the public.
- Assist in ensuring the delivery of high quality library programs and services to the community.
- Provide patron-focused reference and reader's advisory for youth and caregivers.
- Assist patrons in selecting appropriate children's and young adult materials.
- Assist in creating and presenting programs for youth and caregivers.
- Assist with Youth Services collection maintenance.
- Provide instruction to patrons and tour groups in use of all library equipment and materials.
- Create and maintain assigned library book displays, bulletin boards, and display cases.
- Assist with other projects or activities as needed.
- Provide technical support with public computers, e-readers, and tablets by troubleshooting user problems.
- Assist in other library departments or facilities as needed.
- Work nights and weekends required.

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CRITICAL SKILLS:

- Positive attitude and ability to collaborate effectively with team members.
- Excellent customer service and communication skills.
- Strong computer skills including office production tools, video games, film equipment, and other technologies.
- Flexibility of schedule, nights and weekend shifts required.
- Organizational skills and attention to detail.
- Ability to think logically and follow directions.

PREFERRED SKILLS:

- Demonstrated creative art, theater, music, storytelling, or crafting skills.
- Desire to work with children or teens.
- Knowledge of library circulation systems, policies, procedures, and collections.
- Ability to positively handle difficult situation with emotional intelligence and compassion.

PHYSICAL DEMANDS:

The physical demands described here are representative of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may frequently perform these actions:

- Stand, walk, sit
- Use hands and fingers to handle books, paper, technology
- Stoop, kneel, crouch, or crawl
- Lift and/or move up to 25 pounds.