



Job Description

Teen Services Assistant

Department: Teen Services
Reports To: Head of Teen Services
Job Classification: Full Time, Regular, Non-Exempt, Salary Range \$11.00 - \$18.00/hour

Job Summary: The Teen Services Assistant provides day-to-day teen library service to library customers and helps prepare and present programs.

Mission: We will serve our community by providing fun and educational experiences through our customer-focused staff and technology. The Teen Services Assistant supports that mission by ensuring that all duties are performed in the most effective, efficient and customer focused manner.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library patrons, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- High school diploma or equivalent required.
- Bachelor's degree preferred or an equivalent combination of appropriate education, experience, and training.
- The ability to provide own transportation when participating in Library business or activities.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Stay abreast of emerging technologies and media trends and embrace innovation and experimentation with technology with technology related tools.
- Maintain an awareness of developments in the field of public library service.
- Excellent verbal, written and telephone skills.
- Ability to maintain confidentiality of information handled.
- Ability to follow verbal and written instructions.
- Strong commitment to library service to teens.
- Ability to establish and maintain effective relationships with patrons, staff, and the general public.
- Keyboarding, filing, basic math, and alphabetizing skills.
- Ability to organize and prioritize workload.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to operate and instruct others in operation of computer terminals and other equipment.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public.
- Demonstrate knowledge of books and reading and is able to communicate this to the public..
- Pursue a systematic personal reading plan in order to expand knowledge and experience of books as identified and in cooperation with the Head of Teen Services.
- Ability to recognize and respond to potential dangers to patrons and staff.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

Essential Duties:

- Provide exemplary customer service to patrons by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, monitoring behavior of library users, and ensuring that the library is neat and orderly.
- Prepare marketing materials as they relate to the department programs and services (i.e. flyers, press releases).
- Perform all duties associated with Teen Services (collection development, programming, creating displays and promotions, performing reader's advisory services, weeding, etc.)
- Regularly staff customer service desk in the Children's/Teen area.
- Build knowledge of local collections and consults appropriate paper and online bibliographic resources to provide reader's advisory.
- Pursue a systematic personal reading plan in order to expand knowledge and experience of books as identified and in cooperation with the Head of Teen Services.
- Initiate Inter-library loan requests by verifying materials not in library consortium, and placing request.
- Instruct and assist patrons in how to use Public Access Catalog terminal and other Library equipment.
- Ensure Library environment is pleasant, inviting, neat, orderly, and safe.
- Address patron complaints and concerns.
- Prepare department for opening and closing.
- Participate in training new Assistants, Aides, Pages, and Volunteers.
- Perform clerical duties, shelve, sort materials, and post material changes in computer database when needed.
- All other duties as needed or as assigned.

Additional Duties:

- May attend library continuing education activities or represent Library at conferences and area events.
- May represent library at community outreach events such as parades, festivals, etc.
- May fill photocopier and other equipment with paper and toner, clear paper jams.

JOB TITLE: Teen Services Assistant

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date