

TITLE	Associate-Youth Services
CLASSIFICATION	Grade 300, Facilitator/Associate Tier, Regular, Non-exempt
HOURS	Part time (16 hours/week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

REQUIREMENTS

Education/Experience

BA/BS degree required. Experience working with children of all ages, particularly in a library and/or educational setting.

Knowledge/Skills

Knowledge of children's literature. Strong commitment to serving children, young adults, their families, and support groups.. Ability to work with the Windows based operating system, word-processing, spreadsheets, email, and library software programs at a highly proficient level. Ability to communicate and function effectively in a team-oriented environment. Strong written, verbal, customer service and interpersonal skills.

Working Conditions

Work performed primarily inside the library facility. Lifting, moving, shelving of books and other light materials and equipment. Required to attend meetings and sessions outside of the library facility.

REPORTS TO **Sr. Manager-Youth Services**

POSITION(S) SUPERVISED **None**

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is “. . . to educate, empower, enlighten, and excite by serving as a premier knowledge provider, a family activity center, and Westlake’s information and community commons.” This position supports this mission by assisting patrons to determine their alternatives, locate materials or information, and understand how to use materials, equipment, and processes in the library.

ESSENTIAL POSITION DUTIES

% Time

1. Public Service-Youth Services

80%

- Assists library patrons of all ages, in person, on the phone, via email, and in real time in locating materials or information to meet their informational needs. Instructs individuals in the use of the public catalog, library materials and equipment and in library policies and procedures, which may occur on a one-to-one or group basis, including school visits and other tours.
- Provides readers' advisory and reference services to children and those caring for them or working with them by recommending appropriate print and online resources. Serves as an advocate for Youth Services through reading, learning and literacy skills. Encourages the love of reading and of lifelong learning, requiring knowledge of diverse materials for a variety of ages.
- Initiates referral efforts and interlibrary loan requests if the material is not readily available at WPPL.
- Ensures the provision of excellent customer service to children and adults utilizing the Youth Services area and its services. Handles customer suggestions and complaints in the Youth Services area in the absence of department manager and/or librarian-in-charge. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and/or necessary.

2. Program Support

10%

- Assists in the planning and implementation of various Youth Services programs such as the summer reading program, story hours, school visits, and youth outreach in the community. Develops materials for promotions and presentations. Reports on program results.

3. Administrative Support

10%

- Assists in creating displays, bulletin boards and other promotional materials to interest children and enhance the library's image. Compiles bibliographies and special interest lists as requested. Completes reports relative to Youth Services activities as requested.

Communication and Teamwork

Ongoing

- Serves as a positive member of the Youth Services team by communicating effectively with coworkers and the department manager, by providing excellent customer service to the public and other departments, and by understanding and conveying the library's mission and values.
 - Keeps informed of library activities and policies by attending general staff meetings, participating in regular department meetings, and by participating in training and development opportunities when appropriate and as requested or required. Keeps informed of current trends and issues in Youth Services through trade materials, associations, etc.
 - Performs miscellaneous related duties as needed by the library and assigned by the department manager.
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PHYSICAL DEMANDS CHECKLIST

PHYSICAL STRENGTH FACTORS:

- Lifting Yes No
Pushing Yes No
Pulling Yes No
Carrying Yes No
Reaching Yes No
Gripping Yes No
Does job require reaching above shoulders?
 Yes No
Does job require reaching to floor level?
 Yes No

If yes, list maximum weight: 25 lbs

PHYSICAL MOBILITY FACTORS:

- Throwing Yes No
Sitting Yes No
Standing Yes No
Walking Yes No
Climbing Yes No
Stooping/Bending Yes No
Crouching Yes No
Kneeling Yes No
Crawling Yes No
Twisting Yes No
Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

HEARING:

- Conversation Yes No
Sounds Yes No

VISION:

- Far Yes No
Near Yes No
Color Yes No
Depth Yes No

PERCEPTION:

- Spatial Yes No
Form Yes No
Feeling Yes No

WORK ENVIRONMENT:

- Inside Work Yes No
Outside Work Yes No
Hot/Cold Yes No
Fumes Yes No
Traveling Yes No
Working Alone Yes No
Working in a Group Yes No
Interacting with the Public Yes No

HAZARDS:

- Machines Yes No
Electrical Yes No
Sharp Tools Yes No
Slippery floors Yes No
Congestion Yes No
Heat/Cold Yes No
Dust/Vapor Yes No

OPERATE:

- Equipment Yes No
Telephone Yes No
Computer Yes No

ACCESSIBILITY FACTORS:

- Doors Yes No
Aisles Yes No
Tables Yes No
Telephones Yes No
Staff Room Yes No
Bathrooms Public Yes No
Drinking Fountain Yes No
Parking Yes No

