

<b>TITLE</b>	<b>Associate-Youth Services</b>
<b>CLASSIFICATION</b>	Grade 300, Facilitator/Associate Tier, Regular, Non-exempt
<b>HOURS</b>	<b>Part time (20 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.</b>

## REQUIREMENTS

### *Education/Experience*

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

### *Knowledge/Skills*

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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*

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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*

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**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

