



## Peter White Public Library - Job Description Youth Services Assistant, Level 3

AFSCME Designation: Union Employee  
Classification: Part-Time, Level 3  
Benefits: PTO and Paid Holidays

Supervisor's Title: Youth Services Librarian  
FLSA Status: Non-Exempt  
Supervises: None

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### **Position Purpose:**

Provides quality library service to patrons of all ages in the Youth Services Department.

### **Education and/or Experiences Qualifications:**

To perform this job successfully, an individual must have the following education and/or experience:

- Bachelor's degree or significant related experience.
- A minimum of 2 years' experience working with children and or/teenagers preferred.
- Strong desire to work with and enjoys interacting with youth of all ages required.
- Knowledge of children and young adult literature.
- Ability to use all productivity software including Windows and Microsoft Office programs. The ability to create publicity posters using Publisher and/or Photoshop is preferred but not required.
- Library experience preferred but not required.
- Demonstrated ability to use good judgement in all situations.
- Possess a proactive public service philosophy.

### **Position Essential Functions and Responsibilities:**

- Provides direct patron assistance to youth of all ages and adults in the youth services department. Includes answering basic reference and directional questions by phone and in person, providing readers' advisory, giving instruction on using library computers and personal devices and assisting patrons in searching for and finding materials using library catalog system. Patrons include youth of all ages and adults.
- Creates and implements programs for youth under Youth Librarian's supervision. Early literacy (ages 5 and under), literacy and programs for school-aged children and teens expected. Specializations may include art, science and technology and music.
- Collaborates with co-workers in youth department to provide quality programs to youth of all ages, including during the Summer Reading Program.
- Assists in developing and implementing outreach programs under the Youth Librarian's direction.
- Ability to learn proprietary library software.
- Develops and maintains bibliographies on website and in paper format, creates bulletin boards and book displays and assists with other projects as directed by the Youth Librarian.
- Able to work assigned shifts at desk, including evening and weekend hours.
- Explains and enforces library policies and procedures to patrons in a manner that ensures positive customer relations.
- Maintains accurate statistical records as needed.
- Assists in the orientation and training of department employees and volunteers as directed by the Youth Librarian.
- Maintains all youth spaces including bookshelves, play area, programming area and staff desk.
- Ability to work without direct supervision.
- Other duties as assigned.



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### **Knowledge, Skills and Abilities**

The requirements listed below are representative of the knowledge, skills and/or abilities required to perform each duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

- Customer Service –Provides prompt, attentive, and friendly customer service in person, by phone, or electronically; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from patrons to improve service; meets commitments; shows willingness to go out of their way to help patrons.
- Teamwork – Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction, including good decision making; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworker feedback and incorporates feedback into revised processes; completes work on time and with proper quality; supports cross-training and shares learning with others; understands we are all stewards of the taxpayers.
- Communication and Media – Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including, but not limited to: email, Internet, and social media sites. Demonstrates proficient use of the English language.
- Adaptability – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- Image – Portrays a positive image of the Library; is a strong public ambassador and promotes Library programs and services during patron interactions. Promotes Library mission and complies with Library policies. Participates in the community as a representative of the Library.
- Technical – Proficiency in using computers and related software; experience with Library management system software, including cataloging systems and public interface systems.

### **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.

- The employee frequently is required to:
  - Stand, walk, and sit
  - Use hands and fingers to handle books, paper, and technology
  - Speak and listen to others
  - See and read
  - Reach with hands and arms
  - Stoop, kneel, crouch, or crawl
- The employee must be able to lift up to 75 pounds without the assistance of another person. Must be able to frequently lift and/or carry objects weighing up to 40 pounds.
- The employee must frequently push, pull, and maneuver full book carts.