



Youth Services Assistant

Department: Youth Services
Reports to: Youth Services Manager

Salary Range: \$16 - \$30 per hour, Non-exempt
Remote Opportunity: As assigned

The Youth Services Assistant is a creative, enthusiastic, self-motivated, adaptive individual who communicates well with their team members and patrons. Youth Services Assistants provide consistent, high quality customer service while coordinating with their team to answer basic reference questions, support local educators, develop educational and entertaining programs, and provide readers' advisory services.

Supervision:

- No supervisory responsibilities

Library Functions:

- Proactively provides customer service to patrons in person, by telephone and by e-mail
- Stays up-to-date on library resources to maintain the ability to guide users in the use of print and electronic resources including online databases, websites, downloadable materials and the use of the online catalog
- Recommends materials based on patrons' interests and reading levels
- Prepares bibliographies to promote library use and materials
- Develops varied displays to promote the collection
- Ability to assist in collection maintenance, including weeding, shelving, and processing materials
- Develops and implements programs for children and teens
- Represents Southwest Public Libraries at local school and community events
- Ability to speak before groups of children, teens, and/or adults, including educators
- Prepares publicity materials to promote the library's programs
- Troubleshoots minor computer problems with patrons
- Assists patrons with library related apps (Overdrive, Libby, Hoopla etc.) in the library and by telephone
- Engages children and teens, individually and in groups, in reading and other library activities
- Interacts with patrons in a professional, courteous, tactful and culturally competent manner
- Maintains confidentiality and uses appropriate judgement in handling information and records
- Assists patrons of all ages and backgrounds with a complete range of library services
- Performs other duties as assigned

Physical Demands:

- Ability to remain stationary for long periods of time at service desks
- Regularly reads text on paper, from a screen, and from items sitting on shelves
- Ability to follow oral and/or written instructions
- Ability to complete repetitive tasks
- Ability to move about inside and push carts and lift materials and equipment weighing up to 30 lbs.
- Regularly positions self to reach upper and lower shelves while handling items weighing up to 10 lbs.
- Ability to work outside, when necessary, at library and community events

Minimum Qualifications:

- High school diploma or equivalent
- Relevant library experience including demonstrated excellent customer service
- Ability to learn and use the library related technology
- Excellent verbal and written communication skills
- Ability to work independently in an environment subject to continuous interruption
- Ability to alpha-numerically sort and organize library materials
- Commitment to cultural humility in serving diverse populations
- Desire to uphold library professional standards and the library's mission and strategic plan