

Job Description

Associate—Youth & Reference Services

The Youth Reference Associate will be dedicated to meeting the diverse needs of library patrons, focusing on preparing and presenting engaging programs for children and young adults within the library, as well as participating in offsite community programming. This role requires a broad understanding of library operations, a passion for youth literature, and excellent customer service skills to support library users of all ages. The associate will be regularly scheduled to work at least one day and one evening shift each week at the help desk and to work a regular shift of Saturdays. In addition to evening desk shifts, evening programs are also required based on need.

Essential Duties and Responsibilities:

1. **Program Development & Implementation:** Develop, coordinate, and evaluate youth programming in collaboration with the Youth Services Coordinator, ensuring programs align with the interests and needs of local youth.
2. **Community Engagement:** Cultivate and maintain relationships with schools, community organizations, agencies, and non-profits that serve youth. Plan and deliver programs and services that reflect the interests and needs of the community.
3. **Library Promotion:** Create engaging displays of library materials and information to promote library services and resources.
4. **Tours & Outreach:** Lead group tours of the library to introduce patrons to library resources and services. Represent the library at community events, professional meetings, and outreach initiatives, especially in collaboration with local schools.
5. **Customer Service & Assistance:** Respond to patron inquiries in person, by phone, and via email. Provide reference and reader's advisory services, assisting with the selection of youth materials and resources.
6. **Digital Literacy Support:** Assist patrons in navigating digital resources, helping with downloading e-books, using library apps, and utilizing public technology such as computers, printers, copiers, scanners, and fax machines.
7. **Help Desk Support:** Regularly staff the help desk, providing assistance with library services, technology, and general patron needs of all ages.

Minimum Qualifications:

1. Bachelor's degree from a college or university. No specific degree required, but must be able to demonstrate research skills; should be familiar with and able to use a variety of research tools including print, online and database products.

2. Previous experience working in a public library and knowledge of library services and functions, particularly those focused on youth literature and services highly desirable.
3. Strong communication and interpersonal skills, with a demonstrated ability to engage with children, teens, and families.
4. Familiarity with digital resources and technology, including online databases and public-use equipment.
5. Ability to work collaboratively with community partners and develop outreach initiatives that promote library services.
6. Ability to work well as part of a team and to maintain good working relationships with other library and city staff.
7. Prior experience in customer service, ideally within a library or educational setting.

Tools and Equipment Used

Library software including the public and staff versions of the library catalog, the internet, personal computers and printers, word processing and spreadsheet software, calculator, copy and fax machines, microform readers, photocopiers and the telephone.

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.

While performing the duties of this job, the employee is frequently required to walk, sit, talk with clarity, and hear accurately. The employee is frequently required to use hands to operate and use objects, and tools including computers and library related items and to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl.

The employee must occasionally lift and or move up to 25 pounds and be able to push a fully loaded book cart. Specific vision abilities required by this job include the ability to read fine print, close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.

Selection Guidelines

Formal application, rating of education and experience, oral interview, reference check and job-related tests might be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change the employer as the needs of the employer and the requirements of the job change.