



Library Assistant – Youth Services Position Description

PURPOSE OF POSITION

The Youth Services Library Assistant is an enthusiastic and creative individual who aids the Youth Services Librarian in providing exceptional library services to young people and their families. This position contributes to the library's collection and programming for children and teens, while also supporting circulation services at the front desk. The ideal candidate is thoughtful, attentive to detail, and passionate about working with youth and their caregivers.

This is a part-time position, up to 15 hours per week, including days, evenings, and weekends.

ESSENTIAL JOB FUNCTIONS

Youth Services:

- Provides direct assistance to children of all ages and adults seeking youth material. This includes but is not limited to assisting children and their caregivers in looking up, locating, and selecting books, staying up to date with current reading trends and popular topics, and providing readers' advisory.
- Assists in planning and implementing programs for youth, families and teens. Collaborates with the Youth Services Librarian to assist with weekly storytimes, present storytimes, and provides essential support for Summer Reading.
- Promotes library services to the community through engaging displays, booklists, program promotions, website and social media material.
- Maintains the order of the children's and teen areas, shelves books and other library materials.
- Develops and provides outreach services in the community, with an emphasis on strengthening the library's connection with local schools and community organizations.
- Supports collection development for children and teens by providing suggestions for purchase, and assisting with weeding, and general collection maintenance as assigned.

Circulation:

- Performs circulation functions, including checking materials in and out using an automated system, pulling holds, shelving and straightening of materials, and sharing responsibility for the general upkeep and tidiness of the library.

- Assists the public at the service desk: fields questions and explaining policies in a courteous and timely manner; provides basic reference and reader's advisory assistance to children and adults; responds to inquiries regarding the use of the library; explains library policies and procedures, the use of facilities, equipment, and library resources.
- Prioritizes confidentiality of personally identifiable information, patron records, and conversations with patrons and staff.
- Assists with coaching of circulation volunteers.
- Assists with the opening and closing of the library.
- Utilizes a personal computer to perform circulation functions, compose documents, and compile data.
- Receives cash and credit payments and assists with daily till reconciliation.
- Manages multiple projects at once and adapts to changing needs.
- Assists with library marketing and outreach as assigned.
- Other duties as assigned.

PATRON SERVICE STANDARDS FOR EMPLOYEES

The Aloha Community Library Association provides services and resources to everyone in our community, with organizational values firmly planted in antiracism and equity of access to information, resources, and physical space for all. These standards are to ensure the organization is focused on providing high quality service to the public and other employees. Employees are expected to meet these standards as part of their job responsibilities.

Communication:

- Acknowledge patrons by greeting them with a smile and positive tone of voice whether in person, on the phone or in email.
- Gather necessary information to assist the patron. Where possible, handle issues/questions/requests without transferring to someone else.
- Seek answers to questions first; if unsuccessful provide name/contact information of someone who can assist.
- Listen, understand, and clarify to gain in depth understanding of the needs to ensure they are being met.
- Address difficult or contentious issues in a constructive manner.
- Be positive when speaking with patrons.

Respect:

- Be courteous and polite.
- Treat patrons with dignity and respect.
- Understand patron's expectations and treat them as a priority.
- Actively listen and give patron undivided attention.
- Appreciate differing perspectives, opinions, and needs.

- Demonstrate integrity and build trust through credibility, reliability, commitment, and ethical behavior.

Responsiveness:

- Provide prompt and reliable service.
- Respond to phone/email as soon as possible.
- Follow through in a timely manner on commitments made to patrons and provide estimated timeline for completion.
- Change voicemail and email when out of office/unavailable and provide alternate contact person for patrons.
- Demonstrate a "can-do" approach.
- Exhibit problem-solving skills leading to sound judgment and quality decisions.

JOB QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Candidate must:

- Find children and teens inspiring, fun, and magical.
- Possess respect and understanding of children's and teens' developmental stages and needs.
- Be detail oriented.
- Have excellent computer skills.
- Enjoy working with community members of all ages and backgrounds in our culturally and economically diverse area, and work diligently to remove barriers to accessing library services.
- Possess both an eagerness and an aptitude for acquiring skills in all areas related to providing quality library service.
- Have the ability to work independently and exercise initiative.
- Have a friendly and helpful attitude.
- Have the ability to be punctual and dependable in order to meet the needs of the library.
- Manage multiple projects at once and adapt to changing needs.

KNOWLEDGE AND ABILITIES

- Basic knowledge of public library operations, activities, principles, and procedures.
- Knowledge of program planning, children's/teen literature, and developmental stages.
- Advanced knowledge of library ILS.
- Knowledge of basic word processing and spreadsheet computer programs.
- Ability to exercise tact, initiative, independent judgment, and confidentiality consistent with library policy.

- Ability to deal effectively with distraught and/or difficult individuals.
- Ability to productively participate in a team environment.
- Ability to communicate effectively, both orally and in writing, and to understand and follow oral and written policies, procedures, and instructions.
- Ability to operate a personal computer.
- Ability to use a cash register and card reader.
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
- Ability to work within library ethics, the American Library Association Freedom to Read Statement and Library Bill of Rights, and to enforce the policies of the library.

PHYSICAL DEMANDS OF POSITION

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. Duties require the physical ability to push and pull loaded book trucks weighing up to 100 pounds, lift 40-pound book crates, and lift and carry folding tables and chairs weighing up to 40 pounds; and must possess the mobility to bend, stoop, reach, and climb. Manual dexterity and coordination are required to operate a computer keyboard and standard office equipment. Clarity of speech, hearing, and vision, with or without reasonable accommodation, is required to enable the employee to communicate effectively with coworkers and the public.

WORKING CONDITIONS

The principal duties of this position are performed indoors in close quarters with other people, including children. Exposure to outdoor conditions may occur as outdoor programs are planned, and when assisting patrons, i.e., when delivering materials to a patron waiting in a vehicle or bringing donations into the library.

SUPERVISION RECEIVED

Circulation duties are performed under the supervision of the Library Director and Access Services Librarian. Youth Services projects will be performed under the supervision of the Assistant Library Director.

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

High school diploma or equivalent required. Associate's or Bachelor's degree preferred. Must have a general knowledge of libraries, and child/teen development. Must have basic computer skills. Preference will be given to applicants with experience providing library services and/or working with youth, whether in paid or volunteer positions.