POSITION TITLE: YOUTH SERVICES ASSISTANT
DEPARTMENT: Youth Services
SALARY RANGE: $15.00 – $17.52/hr

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.

Reference and Information
- Assists patrons in locating and obtaining information and materials from within the library or online
- Answers information questions in the library, by telephone, and by email
- Stays up-to-date on print and electronic resources including online databases, websites, and downloadable materials
- Instructs patrons in the use of the online catalog
- Explains basic library functions, services, and resources to patrons
- Reads relevant professional literature and attends appropriate workshops or conferences as authorized by the director

Readers Advisory and Library Collection
- Recommends materials based on patrons’ interests and reading levels
- Stays up-to-date on trends in children and teen literature and pop culture
- Prepares bibliographies to promote library use and materials
- Uses a variety of tools and resources to recommend fiction and nonfiction titles
- Develops varied and alternating displays to promote the collection
- Ability to assist in collection maintenance, including weeding, shelving, and processing materials
- Has knowledge of basic children and teen literature and resources

Programs
- Develops and implements educational, instructional, and entertaining programs, including storytimes, for children and teens, both virtually and in-person
- Demonstrates knowledge of early literacy practices, trends in children and teen programming, and resources to assist in program planning and implementation
- Represents Southwest Public Libraries at local school and community events
- Feels comfortable speaking before groups of children, teens, and/or adults, including educators
- Prepares publicity materials to promote the library’s programs

Technology
• Provides basic technology support and computer instruction to patrons
• Troubleshoots minor computer problems with patrons
• Assists patrons with e-content (e-books, e-audio, digital magazines etc.) in the library and by telephone
• Assists patrons with library related apps (Overdrive, Libby, Hoopla etc.) in the library and by telephone
• Recommends appropriate online and digital resources to educators, children, teens, and caregivers

Customer Service
• Proactively provides excellent customer service
• Engages children and teens, individually and in groups, in reading and other library activities
• Creates connections between patrons’ interests and library materials
• 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 at a service desk, on the floor of the library, or with portable technology at events in the community

Physical Demands
• Ability to read titles on shelves
• Ability to follow oral and/or written instructions
• Ability to complete repetitive tasks
• Ability to use a computer
• Ability to lift and carry library materials and equipment up to 30 pounds
• Ability to work outside, when necessary, at library and community events

Required Knowledge, Skills and Abilities:
• High school diploma
• Ability to alpha-numerically sort and organize library materials
• Relevant library experience including demonstrated excellent customer service
• Ability to work mornings, evenings, and weekends
• Ability to work remotely as assigned
• Ability to learn and use the library’s computerized circulation system as well as other essential workplace technologies, including Microsoft Office Suite, Google Workspace, social media applications, and related library apps
• Commitment to cultural humility in serving diverse populations
• Excellent verbal and written communication skills
• Excellent interpersonal skills with staff and patrons of all ages, from all backgrounds
• Ability to work with a variety of management styles
• Ability to work independently, take initiative, manage time effectively, and demonstrate attention to detail
• Ability to uphold library professional standards and the library’s mission and strategic plan
• Ability to work in an environment subject to continuous interruptions and background noises
• Bilingual, English/Spanish or English/Somali a plus
• Other duties as assigned