Job Description

POSITION TITLE: Youth Services Associate  
CLASSIFICATION: Associate  
REPORTS TO: Youth Services Supervisor  
DIRECT REPORTS: None  
SALARY RANGE: R 14; starting at $22.34/hr  
STATUS: Non-Exempt, part-time; 20 hours/week

RESPONSIBILITIES
The Youth Services Associate is responsible for providing quality library services, programming and resources to youth and their families/caregivers/teachers under the guidance of the Youth Services Manager.

• Answers reference questions.
• Provides reader's advisory services.
• Is responsive to customer needs in a consistent, friendly, and professional manner.
• Develops programming focusing on young children (birth-5) and school-age children (tweens).
• Assists with other youth programming needs, which may include preschool story times or special events (group visits, Fourth Fridays, etc.).
• Assists in maintenance and promotion of the children’s and youth collection, offering suggestions and relaying customer requests for purchase, creating or stocking displays, and general maintenance of the youth and teen areas.
• Utilizes email to maintain open channels of communication.
• Coordinates with Youth Services Librarians to ensure efficient services throughout the department.
• Follows Youth Services procedures and processes in staffing the youth and teen desk and providing responsive customer services.
• Works within guidelines established by the Youth Services Manager.
REQUIREMENTS

- Associate degree or 2 or more years credit from an accredited college or university.
- Experience with planning and conducting children's programs for different ages a plus.
- Ability to work independently with little direct supervision.
- An interest in and a genuine desire to work with children and young adults.
- Comfortable presenting to large crowds.
- Must be able to demonstrate good judgment and problem-solving skills.
- Strong written and oral communication skills.
- Ability to interact with the public in a consistent, friendly, and professional manner.
- Commitment to provide quality customer service.
- A positive attitude and willingness to learn new skills and processes as needed/as the library environment is continually changing.
- Familiarity with the following commonly used technology: Microsoft Office suite, electronic resources/databases, library systems software, email, and other miscellaneous applications (phone, copier, printing stations.).
- Bilingual communication skills (reading, writing, speaking) in English and either Spanish or Somali would be a plus.

COMPETENCIES

- Technology: Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
- Teamwork: The ability to work collaboratively with others, including other departments, to achieve organizational and department goals.
- Equity, Diversity & Inclusion: Commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view.
- Ethics: Commitment to the Ohio Ethics Law and the basic ethics and values of library service.
- Intellectual Freedom: The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
PHYSICAL REQUIREMENTS

- While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires moderate physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of heavy objects/book carts (up to 40 lbs).

- The majority of the work is performed in an office setting; this job also requires a small percentage of work in day cares, schools, and outdoor settings. The job may involve standing for long periods of time. The job may entail exposure to cold, heat, weather, excessive noise or vibration when working outside events or programs.

To apply for this position go to www.westervillelibrary.org/careers.
The Westerville Public Library is an equal opportunity employer.