

Grandview Heights Public Library

Position Description

Job Title: Youth Services Librarian
Classification: Librarian
Department: Patron Services
Pay Range: Base Wage begins at \$21.42 per hour, DOE
Benefits: Comprehensive package including paid vacation days, paid sick, 12 paid holidays, bereavement, and parental leave; medical, dental, vision, and life insurance, OPERS retirement (library pays 14% and employee pays 10%), Deferred Compensation enrollment optional.
Weekly Hours: Full-time, 37 hours
Schedule (subject to change): Includes at least one evening per week and every third weekend (Sat & Sun)

Reporting Relationship: Patron Services Manager

Purpose: Provide excellent customer service to patrons of all ages including circulation services, reader's advisory, research, and technology assistance.

Duties & Responsibilities:

Youth Services Duties

- Provide basic to advanced youth services in person, by telephone, and online
- Recommend library materials to patrons
- Help patrons utilize all library services (meeting room reservations, voter registration, etc.)
- Assist patrons with the library's digital resources
- Plans and implements programming for all ages of children – birth through teenage years
- Occasionally travels to local area preschools and the elementary school for outreach story times and programs
- Responsible for planning and implementing Kids & Teen Summer Reading Clubs
- May assist with recruitment, training, supervising, and scheduling teenage volunteers
- Responsible for collection development of assigned areas of juvenile collection
- Participates in local area library meetings
- Participates in Professional Development opportunities
- Markets library materials through displays, exhibits, booklists, and social media

Patron Account Assistance

- Circulation duties – charge and discharge materials, renew items, place reserves, handle patron financial transactions, process new patron registrations
- Answer questions regarding patron accounts in person, by telephone and email
- Locate library materials to fill patron requests

Technology Assistance

- Provide assistance with technology including, but not limited to computers, Microsoft Office applications, eReaders, tablets, smartphones, copiers, microfilm, scanners, and gaming systems

- Provide assistance with library's online catalog (including mobile catalog)
- Remain proficient with all library-related technology changes

Manager Duties

- Assists with the supervision of library associates and pages in the absence of their manager
- Serve as a "Person in Charge" when required
- May be asked to perform one or more of the following:
 - Staff training
 - Address patron concerns
 - Other projects as assigned

Other Duties

- Participate in training opportunities
- Follow library policies and procedures
- Library outreach
- Report maintenance and safety issues to supervisor, Maintenance Technician, or Administration
- Run reports and notices in the library's automation system

Knowledge, Skills and Abilities:

- Ability to work independently and in a team environment
- Outstanding customer service skills
- Effective interpersonal skills, including the ability to communicate clearly in verbal and written English
- Proficient in the use of Windows-based computer programs; word processing, spreadsheet, and electronic database programs
- Strong keyboarding skills
- Proficient with a variety of technology, such as smart phones, tablets, eReaders, social media
- Ability to exercise discretion and sound judgment
- Demonstrates adaptability to library needs

Education and Experience:

Required

- MLS Degree from accredited library school (or equivalent)
- Occasional travel, valid Ohio driver's license, and proof of insurance required
- Customer service experience
- Public library experience
- Public Library Programming experience
- Experience helping patrons navigate library technology (databases, online catalog, ebooks, etc.)

Preferred

- Experience working with a variety of ages

Physical Requirements:

- Considerable mobility including, but not limited to, extensive periods of standing, walking, bending, sitting, lifting weights of up to 50 pounds, and pushing full book carts or containers
- Manual dexterity sufficient to perform general typing and computer skills
- Calm and focused handling of interruptions and distractions
- Periodic intense concentration and sustained viewing of a computer monitor

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Grandview Heights Public Library.

6/17/2024