



# Westerville Public Library

## Job Description

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**POSITION TITLE:** Homework Help Center  
**CLASSIFICATION:** Associate  
**REPORTS TO:** Youth Services Manager  
**DIRECT REPORTS:** None  
**SALARY RANGE:** R14; starting at \$22.00/hr  
**STATUS:** Part-time (20 hrs/week); Non-Exempt  
**SCHEDULE:** When school is in session: Monday – Thursday 3:30-7:30pm;  
Every other Saturday 10am-2pm and every other Sundays from 1-5 pm. Summer and school break hours may vary.

## RESPONSIBILITIES

Responsible for coordinating the operation of the Homework Help Center (HHC) under the guidance of the Youth Services Supervisor. Provides general Youth Services public service when the HHC is not open.

- Assists students K-8 with homework using textbooks, websites, computers and other sources.
- Answers appropriate questions related to homework assignments.
- Reviews homework instructions with students and helps them understand what is being asked.
- Teaches students to use reference materials.
- Reinforces basic study skills.
- Monitors customer behavior in the HHC to maintain a good learning environment.
- Directs volunteers in the HHC to ensure the highest quality of service is being offered to students.
- Utilizes computer applications and library equipment, maintains current knowledge of system wide and location specific procedures, processes, policies and operations.
- Utilizes electronic communication (email, MS Teams, voicemail, etc.) to maintain open channels of communication.

- Coordinates with Youth Services Librarians to ensure efficient services throughout the department.
- During non-HHC hours works with customers to provide appropriate resources to satisfy their informational, educational, and recreational needs by providing coverage of the Youth and Teen public desks and by means of reference interviews or reader's advisory services.
- Works within the guidelines established by the Youth Services Supervisor.

## REQUIREMENTS

- Associate degree or 2 or more years credit from an accredited college or university in education or a related field.
- Experience or education in teaching youth K-8th grade.
- Strong math skills preferred.
- Ability to work independently with little direct supervision.
- An interest in and a genuine desire to work with children and young adults.
- Must be able to demonstrate good judgment and problem-solving skills.
- Ability to build rapport and communicate effectively with young people.
- 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](http://www.westervillelibrary.org/careers).  
The Westerville Public Library is an equal opportunity employer.*