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JOB DESCRIPTION: YOUTH SERVICES ASSISTANT
Supervisor/Department: Youth Services Manager/Youth Services Department
Supervisees: None
Status: Non-exempt, hourly, part-time

Job Purpose:

Under the general supervision of the Youth Services Manager, this employee supports the operations of the Youth Services department and provides general reference, programming, and other library services to juvenile patrons and their adult caregivers. Day, evening, and weekend work, including Sundays (September – May), is required.

Essential Functions:

- Respond to research/reference inquiries, including providing basic technology help.
- Assist the Youth Services Manager with department projects.
- Track reference and other statistics.
- Provide readers advisory for materials of all formats.
- Plan and implement programming for patrons.

Further Responsibilities:

- Represent the library in a positive fashion at all times.
- Cooperate with all staff in performing duties essential to providing quality customer service and the achievement of library objectives, goals, and mission.
- Communicate and enforce library policies with patrons of all ages.
- Keep current with library profession by participating in appropriate meetings, workshops, and training sessions.
- Other reasonable duties as necessary.

Abilities, Skills and Knowledge:

- Ability to gain thorough knowledge of Fondulac District Library's Policies & Procedures.
- Ability to use effective decision making, interpersonal, and communication abilities with strong customer service and public service focus.
- Ability to maintain a pleasant and productive working environment.
- Ability to stand for long periods of time, to bend and reach, and to lift or push 50 pounds, if necessary.

Experience and Training:

- Must have experience in customer service and research, using print, electronic, and online resources.
- Associates Degree, LTA Certificate, or 2 years completed college coursework towards Bachelor's Degree required. Bachelor's Degree preferred.
- Public or school library experience, customer service experience, and professional experience with children preferred.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Updated: July 3, 2023