



Job Title: Youth Services Assistant **Reports to:** Youth Services Department Manager

Job Description: Youth Services Assistant is responsible for proactively providing prompt, courteous, and professional information services to all Library visitors, thereby creating a helpful and welcoming Library environment that engages youth and their families in literacy, social, and learning skills. The Youth Services Assistant will assist the department through independent work on projects supporting programming, collections, and outreach. They will contribute to the overall work and success of the Youth Services Department team.

Responsibilities include, but are not limited to:

- Execute prompt, courteous, and direct assistance to all patrons with basic information regarding use of library materials, equipment, and services. Staffing the public information desk in the children's department is a primary responsibility.
- Provide general supervision of the children's library space and teen services spaces to oversee safety, customer services, and cleanliness to ensure welcoming and stimulating environments.
- Continually maintain order, neatness, and cleanliness in public and staff areas as part of daily independent work.
- Be observant and cognizant of visitor activities and needs or problems that may arise in the public areas of the library. Prioritize patron services while still successfully completing other work tasks.
- Assist patrons in locating library materials, offering reference and readers' advisory services to youth and families.
- Sort, organize, clean, repair, and shelve library materials in the youth collections.
- At the direction of Youth Service Librarians, plan, prepare, organize, and execute programs for families and youth.
- Contribute to the implementation of the Summer Reading Program, in collaboration with the Youth Services team and other relevant library departments.
- Assist with Youth department duties as directed, including but not limited to performing regular opening and closing routines; creating materials for library services and activities; collections maintenance; and representing the library at community events.
- Maintain records of activities, collections, and services, including reporting participation and compiling statistics for monthly and annual reporting.
- Provide daily care for the department's pet rabbit in coordination with all other Youth Services staff
- Perform other duties as assigned by the Youth Services Department Manager.

Additional Information:

Full time position (40 hours weekly); often requires flexible schedule of day, evening, and weekend hours in order to meet services needs. Requires High School Diploma, GED or greater; public service work experience preferred. Must acquire and maintain State of Kentucky Library Certification. Must

successfully pass a background check. Requires the ability to sit or stand for lengthy periods of time. Requires ability to work in a changeable, busy, indoor/outdoor environment. Requires the ability to complete detailed work through fine motor skills. Requires the ability to carry and transport heavy books and other library or programming materials by hand and by cart; also requires ability to reach, bend, and kneel to retrieve and replace books on shelves or transfer library and programming materials into and out of vehicles. Requires possession of a valid driver's license and personal means of transportation to fulfill job responsibilities. Must have an excellent understanding of how to use MS Office Suite and Google Workspace.

Qualifications (Experience, Skills, Training):

- Preference given to candidates with demonstrated experience in customer service, education, or programming for youth.
- Working knowledge and performance of library methods, ethics, procedures, and software.
- Must have a sense of humor and respect for all ages & abilities; specific genuine caring and respect for youth (ages birth through high school).
- Must be adept with speaking to and managing large groups of children, young adults, and families during activities, tours, etc.
- Must possess effective written and verbal communication skills and an ability to interact in a pleasant and effective manner with a diverse group of patrons and staff.
- Ability to define and solve problems; be able to work independently and within groups as a team player; be highly self-motivated; be flexible, adaptable, and flourish in a dynamic environment.
- Ability to be highly organized, efficient, disciplined, and manage work time and tasks independently; keep updated and functional collective documentation of projects and schedule calendar.
- Ability to demonstrate a positive attitude, strong interpersonal skills, cultural sensitivity, and joy in working with youth and their families.
- Proficiency with computers and new technology, and an ability to incorporate this knowledge into assisting patrons with high quality customer service. Proactively learning new software programs and technology based on the needs of patrons and the organizational function of the department.

Compensation and Benefits: Base salary \$15.21 per hour; Benefits include Health insurance; Personal Leave and Holiday Leave; Life insurance; TIAA-CREF retirement plan (matched by Library) after one year of employment; Optional insurances (paid for through employee payroll deduction) include Dental, Vision, Long-Term Disability, and Accident/Critical Illness; Additional Supplemental Retirement plan option (unmatched by Library); Optional Flexible Spending Plan for unreimbursed medical expenses.

The Boyle County Public Library is an equal opportunity employer and is committed to creating an inclusive environment for all employees.

Application Deadline: Please submit resume, cover letter, and 3 references to jobs@boylepublib.org by 11:59 pm on Sunday, March 17, 2024. Please enter "Youth Services Assistant" in the subject line.