Job Title: Library Aide – Youth Services
Department: Library
Reports To: Head of Engagement and Youth Services
Pay Grade: 4
Union Status: Non bargaining unit
FLSA Status: Non-exempt
Approval Date: 2-28-19
Revision Date: 
Approved By:

JOB SUMMARY
The Youth Services Assistant is responsible for assisting Keene Public Youth Service Librarians (both children’s librarians and teen services librarians) with the daily operations of the Youth Services Department. This person assists Youth Services Librarians in developing and implementing programs and events for children, teens and families. Work is performed under the supervision of the Head of Engagement and Youth Services. Some evenings and weekend work is required.

QUALIFICATIONS REQUIREMENTS
To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Knowledge & support of intellectual freedom and NH privacy laws, maintaining confidentiality of customer information is required. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISION EXERCISED
The Youth Services Library Aide is responsible for the operation of the Youth Room and Teen Room in the absence of the Head of Youth Services. This may involve supervision of the Youth Services Page and any volunteers assigned to the Youth Services department.

ESSENTIAL DUTIES AND RESPONSIBILITIES Other duties may be assigned.
1. Provides children’s reference, readers’ advisory, and other services to children, young adult, teachers, parents, and adult patrons as well as library staff in person, by phone, through email and uses a broad range of sources including the Internet, the library material collection, and automated library systems to locate requested information or materials.
3. Assists patrons with the use of online library catalog, the library’s subscription databases, downloadable materials, and eReaders and other electronic devices.
4. Assists other Youth Services staff in keeping the Youth Services department collection and all areas of the department in order including, but not limited to, shelving materials and shelf-reading.
5. Collaborates with other Youth Services staff to develop and implement events, classes and workshops from birth through high school age; may assist other Youth Services staff with planning and providing Youth Department services and events to adults.
6. Conducts tours of the Youth Services Department for teachers, students, day care centers, and other organizations to promote books and reading.
7. Creates flyers, brochures and displays for programs and to promote library programs and services under the direction of the Head of Engagement and Youth Services.
8. Assists the Head of Engagement and Youth Services with collection development and maintenance.
9. Collects department statistics including reference, material inventory and event attendance.
10. Participates in other outreach opportunities as requested by the Head of Engagement and Youth Services.
11. Participates in staff and committee meetings as needed.
13. Interacts extensively over the telephone and in person with patrons, staff, outside agencies, and other libraries.
14. Utilizes personal computers, automated library systems, the Internet, and on-line tools and resources.
15. Supervises community volunteers as needed.
16. Maintains knowledge of children’s services.
17. Maintains compliance with Library and Youth Services Department policies and procedures, and explains policies and procedures to patrons and staff.
18. Assists with opening and closing procedures and performs other duties as assigned.

CUSTOMERS
The public, (adults and children) Library and City staff.

CROSS TRAINING
Possess knowledge of general Reference and Circulation Department policies.

SUPERVISORY RESPONSIBILITIES
Supervise library pages and community volunteers, occasionally.

KNOWLEDGE, SKILLS, AND ABILITIES
• General knowledge of basic library procedures, methods and techniques;
• Strong technology skills, including experience with Microsoft Office applications, and Internet skills;
• Ability to quickly learn new technologies, methods, and procedures;
• General knowledge of library circulation functions;
• Ability to prioritize tasks and manage time effectively;
• Ability to exercise initiative and independent judgment;
• Ability to communicate ideas effectively, both orally and in writing and
• Ability to establish and maintain effective working relationships with library patrons and colleagues.

QUALIFICATIONS

EDUCATION AND EXPERIENCE
Associate’s Degree or 2-year technical certificate and 1 year of customer service experience; or equivalent combination of education and experience. Computer experience required; library experience or public contact experience required; and experience working with children or completing classes in children’s literature and child development required. Previous library experience desired.

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to present information effectively and respond to questions from groups of managers, clients, customers, and the general public. Ability to listen and understand patron
requests and questions is critical. Ability to communicate library policy and procedures effectively to all library users.

**COMPUTER SKILLS**
Comfortable using library software and circulation services. Comfortable accessing on-line databases and the Internet.

**MATHEMATICAL SKILLS**
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**
None required.

**PHYSICAL DEMANDS**
- Walking, standing, sitting, bending, stooping, crawling, kneeling, pushing, pulling, reaching, handling, fingering, feeling, maintaining mobility and balance, working on a ladder;
- Work requires vocal communication to express or exchange ideas orally;
- Work requires hearing to perceive information at normal spoken levels;
- Work requires good eye-hand coordination;
- The position requires one to regularly lift and/or move objects up to 10 pounds and to occasionally lift and/or move up to 50 lbs;
- Required full range of motion, including standing, sitting, or walking for extended periods.
- Work requires bending, stooping, and ability to reach library materials from high and low shelves.:
- Requires manual dexterity;
- Work requires preparing and analyzing written or computer data, visually inspecting small defects and/or small parts, operating machines and observing general surroundings and activities.

**WORK ENVIRONMENT**
Typical working conditions for this position involves assisting several children and adults in a very busy environment, working in front of a computer, working in and out of doors, and involves a lot of walking around the library to assist patrons. Work involves possible exposure to dust; the noise level is quiet to moderate.