

Deerfield Public Library
Job Description
Youth Services Associate

Job Summary

The Youth Services Associate is responsible for assuring high satisfaction with all aspects of Youth Services in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision. Areas of responsibility include reference and readers' advisory services, as well as developing and leading age-appropriate and high-interest storytimes and programs for children and their parents and caregivers.

Essential Job Functions

1. The Youth Services Associate is responsible to the Head of Youth Services for supporting the goals of the Youth Services department in all matters, in accordance with current Library policies and procedures.
2. Provide services in a timely, sensitive, and confidential manner, consistent with a high level of customer service. Behave in a manner consistent with cheerfulness and optimism, and convey the same to patrons and staff. Assure high patron and staff satisfaction in all transactions. Assure the prompt, appropriate handling of patron concerns.
3. Demonstrate good judgment in the interpretation of Library and departmental policies.
4. Provide excellent readers' advisory and reference services, including making use of the Library's online resources, and instructing patrons with regard to using the Library's digital media platforms.
5. Assist in developing and producing age- and interest-appropriate storytimes, programs, displays, and booklists that promote collections and services of the Youth Services department.
6. Assist in maintaining the accurate organization of Youth Services materials. This may include sorting and shelving materials, shelf-reading, and alerting the Head of Youth Services to areas where the collection is shelved incorrectly or where space issues pose a problem.
7. Utilize technologies that support department functions. Maintain familiarity with the Library's online resources, including its platforms for digital material. Assist children and adults with the Library's catalog and online resources.
8. Maintain knowledge of popular materials and the reading tastes and information needs of young people in the community.
9. Perform all work in a safe and courteous manner, including during emergencies.
10. Commit to a continuous learning environment for self and others.
11. Perform other duties as assigned.

Interactions

The Youth Services Associate interacts with the entire staff of the Youth Services department, other Library departments, patrons, and professional colleagues in other libraries and organizations such as schools.

Scheduling

This position will require working during any of the hours that the Library provides programs and services, including evenings and weekends. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Physical and Mental Job Conditions

This job requires:

- A. Sitting and standing for long periods of time.
- B. Concentrating and paying attention to detail for long periods of time.
- C. Quickly and accurately placing items in alphabetical or numerical order.
- D. Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- E. Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- F. Typing (keyboarding) accurately and rapidly.
- G. Looking at a computer screen and retrieving and processing information for long periods of time.
- H. Remaining calm and actively listening when faced with anger or hostility.

Qualifications**A. Education or equivalent**

BA/BS in a related field such as education or literature preferred. Coursework in children's literature or storytelling is helpful.

B. Experience

Experience with children in a school or a public library environment preferred. Demonstrated knowledge of and strong interest in children's and teen literature. Experience and confidence with basic computer programs and everyday troubleshooting. Must have excellent interpersonal and communication skills, and commitment to customer service.

C. Specialized Training**D. Certification/Licensure****Disclaimer:**

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Head of Youth Services to assign, direct, and control the work of the Youth Services Associate. The use of particular examples describing duties does not exclude other similar duties.