



## **Job Description: YOUTH SERVICES COORDINATOR**

**PART TIME POSITION**

### **I. Position Purpose**

Provides assistance to library patrons of all ages and abilities by performing a variety of general, basic, routine and moderately complex tasks and duties as assigned using personal, administrative and technical skills and knowledge.

#### **Special Accountabilities:**

Creates and maintains library displays and promotional materials. Works with Director to maintain the Library Website. Provides a variety of programming for children, birth through high school, and their caregivers, and promotes library awareness through community outreach, including but not be limited to:

- Summer Reading Program
- Story Times
- Literacy Activities
- Teen Programming
- Family activities promoting literacy and library use
- Outreach efforts in support of schools, homeschool families and early childhood caregivers; including programming and materials.

### **II. Relationships**

Works under the supervision of the Director. Uses well-defined procedures, standards and guidelines. Assists patrons to use and enjoy all aspects of Library services. Must work successfully as a member of a team, but is also held responsible for project management in several areas and occasionally oversees volunteer workers. Team members must interact and maintain courteous and effective relations with library staff, patrons, travelers, businesses and organizations.

### **III. Primary duties and skills:**

#### **Technical:**

1. Uses the library's computer system, other databases, microfilm, the Internet, standard print, reference and periodical literature to assist patrons in locating materials and finding information. Assists patrons in borrowing,

returning and renewing materials including interlibrary loans and hold materials. Knows how to do minor computer software troubleshooting.

2. Keeps informed of trends in technology and incorporates technological learning opportunities and use in youth programs.

3. Possesses above average computer skills and experience, including email, basic keyboarding, online database usage, Microsoft Office applications and basic Windows and Mac applications. Assists patrons in the usage of computers, laptops, tablets, ereaders and other commonly used devices

4. Works with Director to maintain the Library's website.

5. Receives fines and book payments or donations, makes change as needed, using library's cash register.

6. Assists patrons in filling out the library card application. Issues library card and enters data into the proper database.

7. Knows how to operate, inspect and make minor repairs on a variety of office equipment. May be asked to make minor service repairs to building, such as light bulbs or toilet paper replacement. Notifies Director of problems.

8. Knows how to clean and maintain exterior computer equipment.

### **Administrative:**

1. Explains basic library programs and services, regulations and policies and resolves both basic and more involved complaints.

2. Checks in books and other library materials. Shelves materials according to the book or material type in the proper place. Assists with weeding inventory.

3. Periodically makes sure all shelves and other areas are neat and clean. Maintains study, play and other areas by reshelving materials left on tables, chairs, etc. Regularly refreshes shelf display books when lead staff.

4. Identifies books and other materials in poor condition, places the material in the mending area and makes notes of what needs fixing.

5. Effectively plans, executes and evaluates age appropriate youth programming.

6. Creates and maintains electronic statistics on youth programs and budget. May be asked to prepare correspondence; may prepare data for reports or for Trustees' packets.

7. Creates and maintains appealing library displays and effective, engaging promotional materials.

8. Develops and maintains the children's area including toys, and learning games; ensures a fun, educational environment.

9. Keeps abreast of current trends and emerging technologies, issues, and research in librarianship, child development, early literacy and education.

10. Stays informed of trends in youth media and makes recommendations for youth materials in line with patron and library programming needs.

11. Manages volunteers within the youth services department.

Establishes and oversees guidelines, standards and tasks for teen volunteers and interns.

12. Answers telephones and determines needs of caller. Provides basic and routine answers to questions. Refers callers to proper people when appropriate. Takes messages accurately.

13. Performs duties thoroughly and follows through to completion in a timely manner.

### **Public Relations:**

1. Uses appropriate customer service skills with public (e.g. confidentiality, sensitivity).

2. Encourages patron use and enjoyment of the library. Welcomes all community members to feel comfortable using the library.

3. Assesses and identifies community needs, tastes and resources as applicable to youth, and suggests creative, effective programs and materials.

4. Upholds library policies, including fines and other penalties, even with difficult patrons.

5. Uses reliability, humor, and cooperation in dealing with team work assignments.

6. Takes time to know what's going on in community and how to refer interested patrons of all ages to the appropriate source for information.

7. Incorporates these job requirements into everyday work habits: good verbal communication, listening skills and problem solving skills. Uses independent judgment within procedural boundaries. Clearly communicates with the library team in a timely manner. Willing to learn new things. Able to understand and follow moderately complex directions.

8. Works frequently and successfully with library partners such as the school and homeschool community, local organizations and media; builds good relationships with them.

9. Creates promotional materials for programs and events. Designs appealing graphic media and writes clear and inviting statements about events for newspapers, radio, school announcements, social media, library website and community calendars as needed.

## **IV. Education, Experience, Skills and Abilities Needed:**

**Education:** Required: High School or GED diploma. Desired: College degree or other comparable education/experience sufficient to satisfactorily complete all aspects of the position description.

**Experience:** Required: Credibility, integrity, sense of humor and curiosity, willingness to learn new skills, ability to work as a team, creativity, patience, a passion for working with and engaging children and teens. Desired: Previous work experience in a library, previous work experience with youth, current working knowledge of the community and youth in Custer County.

**Skills and Abilities:** Good verbal communication, listening skills and problem solving skills are required. Also required: the ability to use independent judgment within procedural boundaries; ability to do moderately complex work;

paying careful attention to detail; following tasks through to completion despite frequent interruption; participating in group/team situations and environment; functioning under flexible and changing conditions; understanding and following moderately complex directions as given.

The position requires the ability to use computers, tablets, laptops, ereaders, telephones, copiers, fax machines and microfilm readers. Also required: the ability to understand and accurately use a variety of software programs including email, eBook downloads, website administration tools, online databases, Microsoft Office applications and basic Windows and Mac applications.

The position requires reading, writing, speaking, and understanding English. Accurate alphabetical and numerical/statistical skills and legible handwriting are required. The position requires the ability to accurately recognize and compare words, alphabet characters and numbers, and the ability to learn and use research techniques. Staff must be able to lift and unpack heavy packages and other materials using sharp equipment in a safe manner.

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