

Community Library Network[®]

KOOTENAI & SHOSHONE COUNTIES

Job Description

YOUTH SERVICES SPECIALIST

FLSA Designation: non-exempt
Board Approval Date: 2/13/13

General Statement of Duties

The Youth Services Specialist prepares and delivers programs to young library users and their parents or caregivers to promote learning and library services.

Position Summary

The Youth Services Specialist works collaboratively to plan and deliver activities and programming for children and young adults under the direction of the Youth Services Coordinator, Children's Librarian or Library Manager. The principal duties of the position are performed in the community, general office and library environment.

Examples of Work

Essential Duties and Responsibilities

- Plans, develops, conducts and promotes programs for children and young adults to encourage reading, literacy and use of library facilities and materials in a patron-focused environment in the library and community
- Models positive District message to patrons and co-workers
- Provides reference help, reader's advisory service and bibliographic instruction to children, teachers and caregivers
- Performs public service duties as scheduled, assisting patrons with the online catalog and other library computer applications or databases
- Monitors equipment and helps maintain appearance of Children's and Young Adult areas
- Assists in promoting library use, especially youth services programs
- Collaborates by sharing knowledge and experiences in team environment with other District YS staff to establish and maintain a high standard of service to younger patrons
- Knows and applies District policy to interactions with children and caregivers

Other Duties and Responsibilities

- Must be willing to work nights and weekends and adjust hours as needed
- Must be willing to accept other duties as assigned

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Knowledge, Skills and Abilities

Knowledge of:

- General principles of family literacy and child development
- Customer service principles, practices and objectives
- Children's and young adult literature and reading interests

Ability to:

- Follow oral and written instructions
- Participate in continuing education opportunities
- Adapt to and adopt new strategies for delivery of service
- Learn and utilize appropriate library technologies, computer applications and electronic communications
- Effectively advocate for District library service
- Establish and maintain effective working relationships with patrons of all ages, YS staff and other employees
- Provide and promote excellent public service in a public setting
- Plan and conduct successful programs and public presentations
- Maintain confidentiality of patron records and interactions
- Perform time management, scheduling and prioritization functions
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks
- Interact well with other children's and youth services personnel
- Work under pressure and with interruptions

Acceptable Experience and Training

- Associate's Degree required, Bachelor's degree in related field preferred
- One year customer service experience with youth services experience in a public library setting preferred
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work

Special Qualifications

- Valid driver's license may be required

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal

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instructions, communicate effectively on the telephone and in person and to hear sounds within the normal range of conversation

- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review, evaluate and prepare a variety of written documents and text materials
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, specialized library equipment and a personal computer
- Sufficient personal mobility, flexibility and balance, with or without reasonable accommodation, which permits the employee to lift up to 35 pounds and maneuver heavy book carts and to work in an office and library environment