

Community Library Network[®]

KOOTENAI & SHOSHONE COUNTIES

Job Description

YOUTH SERVICES SPECIALIST

FLSA Designation: non-exempt
Approved: 1/17/19

General Statement of Duties

The Youth Services Specialist plans, prepares and delivers programs and services to meet the needs of young library users and their parents or caregivers and promotes library use. This person also creates a welcoming environment for children and families to help foster reading skills, educational success and a love of learning.

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. 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 member focused environment in the library and community
- Models positive District message to members 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 members 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 a team environment with other District YS staff to establish and maintain a high standard of service to younger members
- 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
- Full time YS Specialist may fill in for YS Coordinator as needed

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
- STEAM concepts and their application in programming

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Ability to:

- Understand and follow the selected “Competencies for Librarians Serving Children in Public Libraries” dated January 17, 2019 (appended)
- 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 members of all ages, YS staff, other employees, and community partners
- Provide and promote excellent public service in a public setting
- Plan and conduct successful programs and public presentations
- Maintain confidentiality of member records and interactions
- Perform time management, scheduling and prioritization functions
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks
- Work under pressure and with interruptions

Acceptable Experience and Training

Part-time Youth Services Specialists:

- 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

Full time Youth Services Specialists:

- Bachelor’s degree required (related field preferred), Master’s degree in related field preferred
- Two year’s customer service experience with youth services experience in a public library setting preferred

Special Qualifications

- Valid driver’s license is required

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Performance Aptitudes

The following requirements may be met with or without reasonable accommodation:

- **Physical Ability:** Tasks involve extended periods of time in seated position and at a keyboard or workstation
- **Project Management:** Tasks require the ability to schedule, coordinate, and manage various projects of varying degrees of difficulty, size and complexity.
- **Equipment, Machinery, Tools, and Materials:** Tasks require the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials, commensurate with duties of the position.
- **Social and Interpersonal Communication Skills:** Position requires professional social and interpersonal communication skills, requiring significant internal and external interaction.
- **Technology:** Position requires the ability to understand and effectively apply information technology. Applicant must possess the ability to deal with District emergent technologies.
- **Reasoning:** Position requires the ability to exercise judgment, decisiveness, and innovation in situations involving evaluation of information.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.