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**Job Title: Youth Services Reference Assistant**

**Revised Date:** July 2019

**Schedule:** Full-time at 40 hours per week or part-time at 15-20 hours including days, evenings and weekend hours as assigned.

**Performance Standards:** Provides excellent services to patron of all ages, practices positive public relations and performs duties in a friendly and courteous manner. Maintains professional, businesslike behavior and appearance. Demonstrates understanding of basic library routines and adheres to Library policies and procedures. Cooperates with other staff, promotes teamwork, shares information and resolves conflict. Demonstrates adaptability to Library needs. Proactively supports Youth Services Manager in all aspects of services to youth and families.

**Purpose of position:** Responsible for providing information services to adults and youth, including reference, circulation, reader’s advisory services, youth and family programming, and outreach. Provides input in development of the collections in all library departments. Performs Person-In-Charge (PIC) duties when needed.

**Reporting Relationships:**

Reports to Youth Services Manager.

**Duties:**

The following responsibilities are intended to provide an overview of duties associated with the position, not an exhaustive list of specific requirements. Employees will be expected to perform related duties associated with the purpose of their position not described here.

**Reference Duties:**

Assists patrons in locating appropriate library materials.

Instructs and assists in the use of public catalogs and indices.  
Performs basic to intermediate reference service in person, by telephone and via email.  
Assists patrons in use of equipment including computers, copiers, microfilm, etc.  
Prepares bibliographies and suggested book lists.

Transfers patrons to an appropriate Librarian for in-depth reference transactions if needed.  
Records reference statistics as directed.

**Youth Programming:**   
Plans and carries out age-appropriate, entertaining, and/or educational programs for youth and families at all branches, under the supervision of the Youth Service Manager.  
Builds good rapport with youth and families and stays abreast of current trends and popular culture specific to the age groups.  
Conducts tours and library presentations as directed.  
Travels outside the library to provide programs at various community locations as directed.

**Collection Development:**

Maintains current knowledge of public demand for reading materials.

Suggests materials for purchase at both locations based on reference and reader’s advisory needs.  
Participates in selection, weeding, and evaluation of youth materials at all branches as directed.

**Administrative and Circulation Duties:**

Monitors supplies for youth programs and reports needs to appropriate personnel.

Gathers data on programming outcomes as directed.

Prepares monthly and yearly reports as directed.

Charges and discharges library materials, as necessary.

Answers telephone, as necessary.

Maintains book displays, bulletin boards, and other duties as needed.

Acts as Person-In-Charge (PIC) when needed.

**Professional Development:**

Participates in professional development opportunities when directed.

Participates in appropriate Ohio Library Council division activities as directed.

Monitors journals, electronic discussion groups, websites and other organizations to keep current with trends in reference and youth services fields.

Pursues training in appropriate technology, library, and management areas at library expense.

**Knowledge, Skills and Abilities**

*Basic Competencies:*

Knowledge of modern principles and practices of library reference and youth services.

Skill in research techniques using both print and electronic resources.

Skill in conducting effective reference interviews and providing superior customer service.

Ability to plan and work independently.

Ability to work in a team environment.

Ability to use sound judgment and strong professional ethics.

*Special Competencies*:

Ability to think, act, and solve problems creatively.

Skill in Microsoft Office applications.

Skill in use of reference databases and a wide variety of online information sources.

Ability to exercise tact and courtesy with people of all ages.

**Education and Experience**

*Required:*

Bachelor’s Degree in appropriate discipline. Experience in customer service and working with youth and families.

*Desired:*

Library or youth related training. Interest and expertise in children’s literature and literacy. Experience in oral interpretation of literature or performance.