



**Job Title: Youth Services Reference Assistant**

**Revised Date:** October 2024

**Pay Grade: 37**

**Reports to: Youth Services Manager**

**Schedule:** Full-time at 40 hours per week including mornings, afternoons, evenings, and weekend hours as assigned

**Expectations:** The Youth Services Reference Assistant provides excellent services to patrons of all ages, practices positive public relations, and performs duties in a friendly and courteous manner. They maintain professional, businesslike behavior and appearance and demonstrate understanding of basic library routines and adhere to library policies and procedures. They work well with other staff, promoting teamwork, information sharing, and conflict resolution. They demonstrate adaptability to library needs and proactively support the Youth Services Manager and team in all aspects of services to patrons.

**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 their position not described here.*

- Provides reference services to patrons
- Plans and conducts age-appropriate programs for youth and families
- Plans and participates in outreach programs both internally and externally
- Assists patrons in use of library equipment including computers, copiers, and other technology
- Stays abreast of demand for reading materials, current trends, and popular culture
- Assists with collection maintenance through evaluation, weeding projects, and materials suggestions
- Monitors and reports needed department supplies to the Youth Services Manager
- Gathers data on programming outcomes
- Maintains book displays, bulletin boards, and other informational materials
- Participates in professional development opportunities when appropriate
- Acts as Person-in-Charge (PIC) when needed

**Competencies**

- Knowledge of research techniques using both print and electronic resources
- Superior customer service
- Sound judgment and exhibit strong professional ethics
- Ability to work independently and in a team environment
- Ability to think, act, and solve problems creatively
- Ability to lift 25 lbs daily
- Ability to perform repeated reaching, bending, climbing and squatting daily
- Knowledge of Microsoft Office applications

**Education and Experience**

- Bachelor's degree in appropriate discipline or a combination of experience and education
- Experience in customer service and working with youth and families
- Experience in oral interpretation of literature or performance