



Wilmette Public Library

**Wilmette Public Library
Job Description**

Position:	YOUTH SERVICES ASSOCIATE
Type:	Full-time & Part-time, Substitute
Classification:	Non-exempt
Reports to:	Youth Services Manager
Pay Grade:	26
Updated:	01-02-2024

POSITION SUMMARY

Under the supervision of the Youth Services Manager, this position is responsible for providing exceptional general and in-depth reference and reader's advisory services for patrons of the Youth Services Department. This position also instructs patrons on the use of both digital and print resources, and will assist and support various department programs and events as assigned.

ESSENTIAL RESPONSIBILITIES

- Provide high quality reference and reader's advisory assistance to patrons.
- Provide exceptional customer service to all patrons regarding general and library-related inquiries.
- Assist patrons with the use of print and digital resources.
- Maintain and apply current knowledge of books, authors, and trends in library services and programs.
- Present programming and events for youth patrons as assigned and needed with support from YS team.
- Assist Youth Services Librarians with maintaining and promoting the Youth Services collections including books, periodicals, digital resources, and media.
- Assist and support department programs, including traditional programming (story times), as well as special events and performances, seasonal reading clubs, and other activities.
- Attend and participate in department and library meetings and events as assigned.
- Keep current on trends in children's literature, child development, and library technology.
- Keep current on department and library news and events by checking work email, Teams, and staff intranet regularly.
- Maintain discipline in the department and promote a clean, safe, pleasant, and orderly atmosphere.
- Performs other duties as assigned.

Youth Services Associate

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong working relationships with colleagues and community members
 - anticipate and creatively solve problems with a flexible mindset
 - positively adjust to change
 - think strategically about the library's role providing digital services to the community
 - gather, analyze, and use meaningful data in decision-making processes
 - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff
 - coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills
 - work independently while also flexible to work in a team setting.
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Extensive understanding of current and emerging library technology, services, resources, programming trends, and public library issues.
- Extensive knowledge of children's literature (including age-appropriate materials), reference resources, and use of technology.
- Ability to fairly and tactfully enforce library policies with patrons while balancing the importance of patron satisfaction.
- Ability to consistently complete and follow-up on departmental jobs.
- Knowledge of materials/services available at the Library.
- Knowledge of physical organization of the building and functions of the various departments within the Library.
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications as required.
- Ability to demonstrate broad practical experience with integrated library systems software (Polaris) and subscription databases.
- Ability to use library technology (Microsoft Suite Office) and trouble shoot any technology-related issues.
- Ability to demonstrate excellent communication skills both verbal and written.
- Ability to work with efficiency, skill, accuracy, and appropriate speed.
- Ability to deliver an exceptional customer service experience.
- Ability to demonstrate a working knowledge of reference resources, in both print and digital formats.
- Ability to demonstrate broad practical experience with library software platforms including Integrated Library System (Polaris preferred) and subscription databases.
- Ability to read and understand written information and instructions.
- Ability to work effectively and courteously with the public and staff in person, on the telephone, via email, and online.
- Must be punctual and demonstrate excellent organizational skills and attention to detail.

Youth Services Associate

QUALIFICATIONS

- Library Technical Assistant or Bachelor's degree in related field required. MLS or MLIS from an ALA-accredited library school desirable.
- Must be available to work daytime, evening, and weekend hours on an as-needed basis. (Friday and weekend availability is essential.)
- Experience working in a public library setting preferred.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Communicate effectively in English, both orally and in writing.
- Occasionally required to bend, stoop, kneel, and crouch.
- Physical ability to sit for extended periods of time.
- Ability to lift and carry items up to 20 pounds.
- Ability to push items of 50 pounds or higher while utilizing a cart.
- Visual for near and far and for reading computer screen for extended period of time.
- Visual acuity sufficient to read various font sizes.
- Must be able to hear, comprehend, and respond to staff members and patrons in person.

Note:

Wilmette Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Library will review a reasonable request for accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date