



**TITLE: Library Assistant, Youth Services**  
**GRADE: 5**  
**FLSA: Part-time**  
**DATE: 7/2/2014**  
**REPORTS TO: Youth Services Manager**

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**Job Summary:** Provide assistance and information to visitors of all ages.

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**Essential Functions:**

1. Works with the public, children, teens and adults.
  2. Staffs Youth Services Information desk - provides general assistance to Library visitors of all ages. Assistance may include use of the online catalog, locating materials, placing holds and interlibrary loans, signing up for and using computers, using library equipment, as well as using print and electronic resources to answer basic reference and information questions, and referring customer questions to other staff when additional expertise is needed.
  3. Provides informal instruction to library customers in accessing and using computers, electronic and Internet information resources, and software.
  4. Serves as first point of contact in addressing visitor issues, security incidents, policy and procedure questions, and other concerns, and resolves issues to the degree possible and appropriate, and/or refers issues to Library Associate or Manager as needed.
  5. Assists with programs for the public including various Storytimes for any age.
  6. Assists with maintaining and constructing library displays.
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**Required Knowledge, Skills, and Abilities:**

Strong desire to work with the public  
Excellent communication and inter-personal skills  
Knowledge of library and customer service  
Above average computer and software skills, including ability to teach others  
Ability to use print and electronic information resources  
Ability to understand and interpret library policy and procedure and explain it to customers  
Ability to solve problems, negotiate issues, and make judgments and decisions.

Specialized knowledge, licenses, etc.: None  
Supervisory responsibility, if any: None

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**Education and Experience:**

1. High school diploma or equivalent, post-high school studies or Bachelor's degree desired.
2. No experience required; Library experience highly desired.

**Physical and Environmental Conditions:**

Positions based at Main Library. Evening and weekend hours may be required. Light physical effort in the handling of light materials or boxes up to 30 pounds.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.