

**DATE PREPARED:** JUNE 2018

**POSITION:** REFERENCE ASSOCIATE-YOUTH SERVICES-(Teen emphasis)

**CLASSIFICATION:** LIBRARY ASSISTANT III

**REPORTS TO:** YOUTH AND OUTREACH SERVICES COORDINATOR

**BASIC FUNCTION:** The position of Reference Associate-Youth Services provides support to the Youth and Outreach Services Coordinator by providing programming and information services to youth, including young adults, and those who work with youth, and completes assignments primarily related to Youth Services.

**SUBORDINATES:** None

**NATURE AND SCOPE:** This position directly reports to the Youth and Outreach Services Coordinator. The Reference Associate-Youth Services incumbent provides support for the Youth Services Department by performing a variety of activities. These activities include, but are not limited to, meeting the information needs of patrons; providing programming; making recommendations for the selection of materials for the juvenile and young adult collections; maintaining related files; providing reference and computer instruction; and completing related projects as assigned. Assignments may include, but are not limited to, weeding, programming, website projects, and creating informational brochures and bookmarks. The incumbent plans, presents and promotes programs for youth, including but not limited to storytimes, booktalks, summer reading clubs, and after-school programs. The position requires considerable public contact and the incumbent works closely with other staff. The incumbent generally refers matters of policy or important decision-making to the Youth and Outreach Services Coordinator as appropriate.

#### **PRINCIPAL ACCOUNTABILITIES**

Contributes to the overall effectiveness of the Youth Services Department;

Meets the information needs of patrons;

Serves patrons in a courteous and business-like manner.

**ESSENTIAL DUTIES OF THE POSITION** (Other duties may be assigned as necessary for the efficient operation of the library system.)

Provides direct public services to patrons including, but not limited to, answering questions and locating materials;

Instructs patrons in the use of the online catalog, databases, computers and handheld devices, and the Internet;

Makes recommendations for the selection of materials for the Youth Services and Young Adult collections;

Works on temporary and ongoing projects as assigned and assists other staff members in completing assigned projects;

Performs a variety of activities that promote the use of library resources and services, including but not limited to, developing bibliographies, conducting tours, and planning and implementing programs for youth and young adults.

Keeps abreast of local community issues, news and events;

Keeps abreast of trends and advances in the profession.

### **ACCEPTABLE SKILLS, KNOWLEDGE, AND ABILITIES**

Ability to learn library routines, rules, procedures and policies; knowledge of basic library materials, routines and practices; knowledge of the practices and techniques of juvenile reference work and knowledge of basic reference materials and sources for both adults and juveniles; ability to work with the public of all ages; word processing and spreadsheet skills; ability to use library computer systems; Internet and database search skills; ability to work with limited supervision; adaptability to change; ability to maintain a neat, clean appearance in keeping with the established dress code; ability to communicate well with patrons and to deal with difficult situations effectively; ability to communicate clearly orally and in writing; ability to work effectively with other staff.

### **REQUIREMENTS AND QUALIFICATIONS**

An undergraduate degree from an accredited college or university required. Demonstrated customer service skills and a commitment to excellent public service required. Basic knowledge of online searching and experience working with computers required. Must be able to meet the flexible scheduling requirements of the library. Ability to perform the major functions of the position required. Possession of a valid driver's license is required.