

Children's Library Associate

Department: Children's

Reports To: Head of Children's Services

Status: Non-Exempt

Pay Grade: VIII

Supervises: N/A

Revised:

Job Summary

Provide friendly, high quality customer service to children, families and caregivers. Actively promote library resources, programs and services in the community. Encourage literacy and a love of learning for all ages.

Competencies

- Work ethic- Demonstrates positive habits such as arriving to work on time, focusing, and staying motivated, and finishing tasks immediately
- Communication skills- Nonverbal communication includes the capacity to project positive body language and facial expressions. Aural communication is the ability to listen to and actually hear what others are saying. Written communication refers to your skillfulness in composing text messages, reports, and other types of documents. Visual communication involves your ability to relay information using pictures and other visual aids
- Teamwork-Balances team and individual responsibilities; exhibits objectivity and openness to others views; gives and welcomes feedback; helps in building a positive team spirit; puts success of the team above own interests; contributes to morale and group commitments to goals and objectives; supports everyone's efforts to succeed
- Problem solving skills-The ability to use your knowledge to find answers to pressing problems and formulate workable solutions
- Flexibility-adaptability, willingness to change and learn, accepts new things, adjusts, teachable
- Organizational Awareness-Ability to develop a clear strategy to getting things done because you have general knowledge on internal and external landscapes

Essential Functions & Responsibilities

Primary Responsibilities

- Work the public service desk, providing reference and readers' advisory assistance to children, tweens and their caregivers.
- Coordinate, plan, prepare, and conduct developmentally appropriate programming for children and their families.
- Assist patrons with technology and other equipment and resources.
- Perform outreach to local schools and community organizations.
- Assist with collection management.

Working Conditions

- This job operates in a professional office environment in a building with standard temperature levels. The noise level is usually moderate, but can change depending on specific programming. This role uses standard office equipment
- While performing the duties the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds

Required Education and Experience

- Bachelor's degree or LTA certificate.
- One year's previous experience working with children, families and caregivers, preferably in a public library setting.
- Proficiency in standard computer software programs such as Microsoft Office Suite, Google products, etc. Knowledge of automated library systems is desirable.
- Fluency in Spanish, Polish or Russian a plus.
- Must have reliable transportation and be willing to work a flexible schedule of days, evenings and weekends.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions and activities may change or new ones may be assigned at any time with or without notice