

# Pauline Haass Public Library JOB DESCRIPTION

Department: Youth Services

**Job Title: Children's Library Associate**

**Job Title of Supervisor: Children's Services Manager**

Recognizing that formal job titles and job descriptions cannot define every employment situation nor be comprehensive in every case, and having the intent to provide the employee with the opportunity to expand his work experience while reserving flexibility to the Library to adapt to future needs, and with the aim that this document not be interpreted as restrictive in any way, the following job description is effective as of March 24, 2021.

This description updates and supersedes all previous job descriptions of this position. The Library reserves the right to modify this and every job description in whole or in part at any time. The order of listed items does not reflect their relative importance.

**Qualifications:**

Education: Associate's or Bachelor's degree plus work experience related to this position required.

**Essential Functions of Children's Library Associate:**

1. Works a regular schedule that includes one evening per week and a 4-person weekend rotation. Most of those hours are spent on the desk, though off-desk time may be scheduled.
2. Provides reference and reader's advisory service, including locating and reserving materials, to customers.
3. Plans, publicizes and produces programs for children of all ages.
4. Assists in selection of children's materials following collection development policy and guidelines.
5. Assists in collection development activities such as weeding and assessment.
6. Actively promotes the collections through the media, web site, bibliographies, book displays, school visits, etc.
7. Provides services in a timely, sensitive and confidential manner, consistent with a high level of customer service.
8. Interacts positively with people of all ages and temperaments.
9. Recommends to supervisor feasible, realistic solutions to problems.

10. With Children's Services Manager, plans yearly personal goals and reports progress of goals on a regular basis.
11. Forms positive, essential relationships.
12. Works as a team player with other departments.
13. Actively supports Library policy and procedure.
14. Communicates with supervisor and other staff regularly and effectively.
15. Resolves customer problems using good judgment and Library policy and procedure guidelines.
16. Actively pursues information and participates in continuing education about new library resources and technologies in order to remain knowledgeable, competent, and confident about newer issues, techniques, and procedures.
17. Prioritizes tasks in order to meet assignment deadlines.
18. Represents the library positively and effectively.
19. Performs other duties as assigned by the supervisor, or necessary and proper to accomplish the foregoing.
20. Supports the Library's mission and vision, and upholds the values and priorities of the Library (included at the end of this document).

### **Abilities and Knowledge:**

#### Knowledge:

Background knowledge of children's literature, increasing to extensive knowledge of children's literature after two years in the position. Background knowledge of trends and challenges in library services increasing to extensive knowledge after two years in position. Background knowledge of child development.

#### Ability to:

1. meet the flexible scheduling needs of the library.
2. travel to meetings outside the library and the community.
3. read/view/listen to, and understand, materials presented in print, video, and audio formats.
4. effectively use software or online tools to create well-formatted documents and flyers.
5. use the library's public online catalog to search for items by title, subject and author.
6. operate and perform moderate problem resolution on electronic devices, peripherals, and other library equipment.
7. speak effectively before a group.

8. type and enter data into computer accurately.
9. communicate effectively and in a manner appropriate to the audience in both written and verbal formats.
10. accurately follow written or verbal instructions.
11. present engaging, well-organized content to library users and stakeholders.
12. work effectively and pleasantly with people of all ages, with children in particular.
13. work effectively and collaboratively with other staff throughout the Library.
14. work independently, determining and adjusting work priorities as needed, and completing tasks in an orderly and timely manner.
15. work efficiently and calmly during busy periods and with frequent interruptions.
16. handle emergency situations in a calm, capable manner.
17. represent the Library in a responsible, professional and trustworthy manner.
18. work in a supportive manner with management.
19. plan, organize, and carry out a program of service for an area of responsibility.
20. multitask and prioritize.
21. apply general library principles as well as local procedures, goals, and philosophy of service.
22. identify and select materials from shelves in response to customers' inquiries.
23. recommend appropriate purchases for the library based on current collection and community needs.
24. effectively use reference interview techniques to insure accuracy in response to customers' inquiries.

**Physical and mental skills necessary:**

1. Sitting or standing for extensive periods
2. Repeated walking, climbing and stooping in order to place and retrieve items from library collection, effectively assist customers, and perform other regular job duties
3. Concentrating and attending to detail in both quiet and disruptive environments
4. Rapid and accurate switching of mental and physical tasks as needed
5. Repeated bending/twisting and reaching
6. Talking and hearing; use of the telephone: excellent ability to understand and be clearly understood by customer of various ages
7. Far vision at 20 feet or further; near vision at 20 inches or less
8. Color vision

9. Lifting and carrying: 30 pounds or less
10. Handling: processing, picking up and shelving books frequently and repeatedly
11. Fingering: accurate and rapid keyboarding and touch-screen skills, writing, filing, sorting, and shelving in a time-effective manner
12. Pushing and pulling: objects on wheels, such as book carts, weighing up to 80 pounds

## **Library Vision**

To cultivate a community of informed and engaged citizens.

## **Library Mission**

We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

## **Values and Priorities**

### **Responsive and Purposeful Service Development**

- We continually engage with our community both within and outside of our building, to understand the needs and aspirations of all of its citizens. With this information, we thoughtfully plan in order to deliver high quality community-specific services and anticipate future needs.
- We work to provide flexible and plentiful spaces to support the educational, creative, entertainment, collaborative and connection needs of this fast-growing and ever-changing community.

### **Outstanding User Experience**

- We are dedicated to excellence, accuracy, helpfulness, friendliness, and inclusivity.
- We foster a climate that welcomes feedback and promptly responds with improved service.
- We enjoy finding new ways to delight those we serve.

### **Improvement and Innovation**

- We explore trends, develop new methods, and continually evaluate and adapt library services to remain relevant in the lives of our community.
- We celebrate imagination, invention, and inspiration by developing services, collections and programs that encourage discovery and creative endeavors.
- We prioritize and invest in the continuous development of a knowledgeable, innovative, and highly engaged staff.

### **Open Access and Opportunities for All**

- We manage a collection that covers the breadth of changing interests, technologies and formats. Together with our programs, it is focused to appeal to the diverse tastes and needs of our community.
- We provide seamless entry to others' collections, in order to assure access to information for all.
- We extend the library beyond the building, and are committed to collaboration, sharing and giving back.

### **Responsible Stewardship of the Community's Investment**

- We recognize that the library belongs to the people of the community, and our actions honor the public trust.

### **Intellectual Freedom and Patron Privacy**

- We embody the library's status as a cornerstone institution of democracy for an informed public. We do this by providing information and programs that offer a wide variety of viewpoints on a broad range of topics.
- We protect every individual's right to explore information and ideas in a confidential manner.

### **Communication of Opportunities and Value**

- We communicate the value of our services to the community through a variety of media.
- We cultivate relationships with government and municipal organizations; by listening and participating we can be part of larger conversations and respond in ways that add value to people's lives.