

WESTERLY LIBRARY AND WILCOX PARK
Teen Associate

Title: Teen Associate

Class: Associate, PT

Department and Level of Authority

- Youth Services
- Reports directly to the Teen Librarian
- In the absence of the Teen Librarian, reports to Head of Youth Services, then Assistant Director, then Executive Director.

Job Summary

The Teen Associate supports the Teen Librarian and the Head of Youth Services through the staffing of the service desk and floor, answering readers' advisory/reference questions, locating materials, shelving books, managing holds, assisting with collection maintenance, and assisting with online and in-person programs.

Key Responsibilities

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assists in creating and maintain displays
- Plans, prepares, and implements programs for teens (grades 6-12)
- Shelves, shelf-reads, and weeds materials in the Teen Collections
- Assists with outreach programming for teens
- Supervises volunteers
- Provides computer assistance to teens
- Enforces library policies and procedures
- Covers other departments as needed
- Other duties as assigned

Skills and Qualifications

- Knowledge of Microsoft Office, particularly Word, Publisher, and Excel
- Strong interpersonal skills
- Ability to cooperate as team member with other members of the library staff
- Ability to learn and adapt to new procedures
- Ability to instruct, schedule, and supervise volunteers

Working requirements

- Performs task with a high degree of independence
- Library policies and procedures must be observed and followed
- Has access to confidential information
- Up to half of time is spent standing, walking, stooping or reaching with hands or arms
- Frequently required to lift/push up to 20 pounds, occasionally lifting/pushing is required up to 50 pounds
- Examples of office equipment used: computer, copier, paper cutter, telephone
- Required to work some nights and Saturdays

Minimum qualifications

- High School Diploma or equivalent
- Basic knowledge of computers, ability to offer assistance with Microsoft Office, and answer general internet questions

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- Ability to relate to teens and families in a diverse environment
- Solid written and verbal communication, listening, organization, and priority setting skills
- Ability to provide welcoming and effective customer service

- Ability to work independently.
- Ability to work in a fast-paced environment and juggle multiple priorities.
- Ability to think quickly, assess a situation, and make a sound decision.

Preferred skills and qualifications

- Experience working in a public library, preferably with teens; familiarity with OSL's current ILS.
- Organizational abilities.
- Experience providing computer training to individuals and groups.
- Ability to multi-task, problem-solve, and work independently.
- Ability to maintain a calm atmosphere, assure safety, and respond to emergencies.
- Ability to persuade, negotiate, and resolve conflict.