

**WESTERLY LIBRARY AND WILCOX PARK**  
**Youth Services Associate**  
**Kids and Tween Space**

Department and Level of Authority

- Youth Services Department
- Associate, PT
- Reports to the Kids and Tween Librarians
- In the absence of the Librarians, reports to the Head of Youth Services. In the absence of the Department Head, reports to the Assistant Director

Position Summary

The Youth Services Associate supports the Kids Librarian, Tween 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 serve 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 patrons in locating and using library materials, including on-line sources, computers and gaming equipment
- Provides answers to specific questions posed by patrons of the Youth Services collection
- Assists patrons in placing requests for materials, including interlibrary loans
- Maintains library materials, supplies and work area in good order
- Shelves and shelf-reads in the Youth Services collection
- Recommends titles or subject areas for selection both in the circulating and reference collections
- Provides group and individual introduction and instruction in the use of the library
- Helps plan and organize programs for kids and tweens
- Prepares and arranges displays and booklists
- Explains and enforces rules and procedures to users as needed
- Performs duties and tasks in accordance with the established service standards
- Covers other departments as needed and helps cover Teen Service Desk
- Performs other duties as necessary or required

Essential Skills

- Basic knowledge of computers, productivity software, and word processing programs
- Strong interpersonal skills
- Ability to cooperate as a team member and with other members of the library staff
- Ability to learn and adapt to new procedures
- Ability to understand and follow written and oral instructions
- Ability to pay attention to detail
- Ability to establish and maintain effective working relationships with superiors, associates and the general public

Minimum Qualifications

- High School Diploma or equivalent
- Knowledge of clerical practices

- Ability to relate to children of all ages and families in a diverse environment • Solid written and verbal communication, listening, organization, and priority setting skills • Public service experience
- 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 & Qualifications

- Knowledge of library clerical procedures and practices; familiarity in using a Library OPAC
- Proficiency with current technology and applications
- Ability to provide some computer support to children and families
- Ability to maintain a calm atmosphere, assure safety and respond to emergencies
- Ability to persuade, negotiate, and resolve conflict as needed

#### Working requirements

- Performs tasks with some degree of independence
- Observes, follows, and enforces all Association policies and procedures
- Has access to confidential and financial information
- Ability to sit and use computer workstation
- Time is spent, sitting, standing, walking, stooping, or reaching with hands and arms. Frequently required to lift up to 25 lbs., or push/pull 40 lbs.
- Examples of office equipment used: computer, copier, paper cutter, telephone
- Ability to support Teen Librarian and programs as needed
- Required to work some nights and rotating Saturdays