



Job Title: Youth Services Assistant /Associate

Department: Youth Services Department

Reports to: Head of Youth Services Department

FLSA Status: Part-time, exempt

Position Summary:

Support staff position in Youth Services Department, responsible for assisting the public and performing other departmental activities. Supports the mission of the library by effectively providing library services to customers. The Youth Services Assistant or Associate sets daily priorities based on knowledge of the overall function of the library and performs work as required or assigned.

Essential Duties:

- Works regular shifts at the children's desk, the teen desk and surrounding areas
- Assists with the planning, preparation and production of Youth Services programming as assigned by the Head of Youth Services
- Performs special projects and other job-related tasks that may be assigned by the Head of Youth Services
- Meets the needs of patrons by providing comprehensive services, provides basic direction, information and instructions to patrons on all library services and technology
- Assists in maintaining the appearance of the library
- Performs general typing, filing and copying for Youth Services Department
- Assists in outreach visits as needed
- Performs basic reference and reader's services
- Keeps inventory of youth services supplies and materials
- Trouble-shoots basic computer and office equipment problems
- Other duties may be assigned to ensure smooth operation of library procedures

Necessary Knowledge, Skills and Abilities:

- Ability to provide exemplary customer service to a diverse group of patrons.
- Knowledge of Children's literature
- Ability to learn and use computer systems
- Basic proficiency in Microsoft Office
- Ability to reach, bend, stoop, lift and carry boxes and other equipment as needed
- Assist with youth projects
- Position requires day, evening and weekend hours

Qualifications:

- For Assistant position: High School Diploma
- For Associate position: Bachelor's Degree
- At least 1 year of experience working with children, teens, and families
- Customer service experience

Preferred Qualifications:

- Experience working in a public library

Working Conditions/Physical Requirements:

- Works in an indoor office environment
- The ability to lift 25 pounds or less; standing for long periods of time

Hourly Rate: \$18-\$25 an hour (depending on qualifications)

20-25 hours/week

Benefits include: participation in the Illinois Municipal Retirement Fund (IMRF) pension plan, continuing education assistance, paid time off if eligible