

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.

**Bucks County Free Library
Job Description**

Bargaining Unit: Yes

Job Title: Youth Services Assistant

Job Classification: Library Assistant

Department Name: Branch

Reports To: Library Manager/Assistant Library Manager

FLSA Status: Non-Exempt

Date Prepared: July 2006

Approved By: BCFL Board of Directors

POSITION SUMMARY: The job's primary purpose or contribution to the department and/or the organization. This is a broad summary.

The Youth Services Assistant participates in planning and implementing a comprehensive program of library services for children from birth through teen years, as well as parents, caregivers, and organizations serving them. This may include collection management; reference and reader's advisory; outreach and programming; advocacy and public relations.

SCOPE OF RESPONSIBILITY:

- **Staffing Responsibility** – May guide the work of other staff or volunteers.
- **Supervision Received** – Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.
- **Customer Satisfaction and Service** – Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and/or external contacts.
- **Decision Making Impact** – Productivity or actions affect the work of others in the immediate work group or several customers.
- **Communication** – Type of Interaction and Level of Contact – Interaction requires moderate tact and cooperation, e.g., scheduling and/or coordinating multiple priorities and responding to questions which require some research to provide the correct answer. Level of contact is primarily with library users, co-workers, and/or supervisors.

SCOPE OF RESPONSIBILITY (continued):

- **Complexity** – Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.
- **Budget Responsibility** – Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

CORE COMPETENCIES:

Core competencies are those skills, attributes or abilities which are exhibited by all staff members and contribute to the success of BCFL. The core competencies which support our mission and strategy and which we embrace at BCFL are: Customer Service, Lifelong Learning and Adaptability to Change.

Customer Service:

- Strives to meet the needs of internal and external customers by providing the highest quality services to colleagues and to the community. This is in keeping with BCFL's strategy to welcome our community by providing enthusiastic and effective staff.
- Contributes to a friendly working environment which welcomes and values the customer.
- Earns the trust and respect of internal and external customers by assessing their specific needs, meeting those needs in a timely fashion, and continually providing a positive library experience.
- Proactively anticipates, understands and responds to changing customer needs.
- Provides high-quality services which effectively meet community needs.
- Gathers first-hand customer information and uses it when appropriate to improve the quality of library services.

Lifelong Learning:

- Increases professional and technical competence by pursuing continual learning. This is in keeping with BCFL's strategy as an educational institution to promote our lifelong learning as we encourage and support that of our patrons.
- Identifies areas of growth with supervisor and pursues appropriate learning.
- Actively participates in library-sponsored training programs.
- Keeps current by one or more of the following:
 - Formal education
 - Attending professional meetings or seminars
 - Reading appropriate professional journals, magazines, or resources (on-line and print)
 - Networking with various subject matter experts within the BCFL library system and/or neighboring systems

CORE COMPETENCIES (continued):

Adaptability to Change:

- Welcomes the opportunity for innovation. This is in keeping with BCFL's strategy to offer a virtual presence, current materials, dynamic programs, and innovative and improved services.
- Demonstrates the flexibility to adapt well to a changing environment.
- Demonstrates a willingness to support necessary (or strategic) organizational change.
- Able to produce results in an environment that has multiple, competing demands.
- Shows initiative in seeking solutions to problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The job's essential or most important functions and responsibilities. Includes all aspects of the job, whether performed daily, weekly, monthly, annually, or at irregular intervals.

Outreach and Programming

- Prepares, promotes, presents, and evaluates in-library and outreach programs of all types using a variety of media.
- Participates in local branch and countywide programs such as One Book and Summer Reading.
- Tracks, compiles, and submits programming statistics and program evaluation forms.
- May represent the library at various promotional events and activities.

Reference and Reader's Advisory

- Provides ready reference to library users and makes referrals to librarians when appropriate. Provides basic reader's advisory using print and electronic resource guides.
- May be responsible for holds/request/pull list/ILL.
- Assists library users with Internet resources and productivity software (Windows, Word, Excel, etc., or equivalent), including accessibility resources.
- Provides basic instruction in use of library resources.
- Assists library users to sign up for and use library equipment such as computers, printers, copiers, and microfilm readers. Troubleshoots equipment problems.
- May assist with adult services reference and/or circulation duties as needed.

Collection Development

- Recommends materials for purchase based on library user requests and community needs.
- Maintains youth services collection, which may include shelving, preparing items for shelf, weeding, creating displays, or marketing materials.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

Related Duties

- Attends and participates in branch, committee, and systemwide meetings and training. May serve as in-house trainer.
- Participates in professional activities, such as professional reading, and attending local and/or other training/conferences.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Monitors public areas and library user behavior, and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Assumes other duties and projects as assigned.

SUPERVISORY RESPONSIBILITIES:

None

TEAM LEADER RESPONSIBILITIES:

None

KNOWLEDGE AND SKILLS: Representative knowledge, skill or ability required.

- Some knowledge of children's and young adult literature and resources.
- Story time and programming (event planning) skills.
- General knowledge of child and teen development.
- Knowledge of practices of public libraries.
- Knowledge, interest, and appreciation of literature and other sources of information available at the library.
- Knowledge of books and authors.
- Some knowledge of basic reference tools and services.
- Some knowledge of interviewing and problem solving techniques.
- Some knowledge of pertinent federal, state, and local laws and regulations, including standard library policies and procedures.
- Positive, enthusiastic, user-oriented approach to public service. Strong customer service orientation.
- Ability to relate well and effectively communicate with library users of all ages, including adults, teens, and children.
- Ability to multitask with interruptions and to effectively manage priorities and meet deadlines.
- Flexibility and ability to adapt in a complex and changing environment.
- Ability to accept delegation and work under general direction with or without close supervision, based on complexity of assignment.
- Works well independently and as a member of a team.

KNOWLEDGE AND SKILLS (continued):

- Accepts responsibility for all assigned tasks and deadlines, is reliable.
- Demonstrates punctuality with a commendable attendance record.
- Ability to communicate effectively, patiently, and courteously with library administration, staff, library users, community members, and library vendors.
- Presents a friendly and professional phone image.
- Ability to comprehend and follow verbal and written instructions and to read and understand policies, procedures, memoranda, and reports.
- Ability to prepare clear, concise written internal communication. Public speaking skills.
- Planning and time management skills.
- Demonstrated proficiency in currently used ILS (SIRSI). Demonstrated computer literacy, including proficiency in Microsoft Office, Windows, Internet, database, and accessibility resources.
- Willingness to further expertise by additional education and workshops.

EDUCATION AND/OR EXPERIENCE: Level of education and/or experience required to successfully accomplish the essential duties.

EDUCATION:

- Requires a bachelor's degree.
- Requires ongoing continuing education as mandated by Commonwealth Libraries.

EXPERIENCE:

- One to three years related experience and/or training.

PHYSICAL DEMANDS:

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.

Occasionally – The person does the activity up to 33% of the time.

Frequently – The person does the activity 34% to 66% of the time.

Continuously – The person does the activity 67% to 100% of the time.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No

If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>