

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**

**Bucks County Free Library
Job Description**

Job Title: Programming Assistant

Job Classification: Library Assistant

Department Name: Children's Services

Reports To: Children's Services Coordinator

Date Prepared: February 2018

Approved By: Chief Executive Officer

POSITION SUMMARY: Plans and conducts story times, book talks, library talks, library tours, participatory experiences, and workshops for children and their families. Designs and distributes promotional items, such as calendar listings, news releases, and social media content, including photographs. Helps library users find and check out library material. Teaches children and their families how to use library technology and access the library's resources. Creates and maintains book displays, information displays, and interactive activities in the public areas of the library. Represents the library at promotional events and activities, such as pop-up and outreach events. This is a non-exempt bargaining unit position.

MINIMUM EDUCATION AND EXPERIENCE:

- Bachelor's degree in a related field required, such as elementary, early childhood, or special education, child development, recreation, or arts education
- One year related experience working directly with groups of children
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

SCOPE OF RESPONSIBILITY:

Supervisory 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 external contacts.

Decision Making Impact: Productivity or actions affect the work of others in the immediate work group or several customers.

Communication Type: Interaction requires moderate tact and cooperation, such as scheduling and coordinating multiple priorities and responding to questions which require some research to provide the correct answer.

Communication Level: Level of contact is primarily with library users, co-workers, and supervisors.

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.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Works closely with the direct supervisor and other staff to meet priorities and deadlines within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines.
- Plans and conducts story times, book talks, library talks, library tours, participatory experiences, and workshops for children and their families.
- Designs and distributes promotional items, such as calendar listings, news releases, and social media content, including photographs.
- Helps library users find and check out library material. Teaches children and their families how to use library technology and access the library's resources.
- Creates and maintains book displays, information displays, and interactive activities in the public areas of the library.
- Represents the library at promotional events and activities, such as pop-up and outreach events.
- 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 and maintain safety and an appropriate environment.
- Tracks, compiles, and submits attendance statistics, program evaluation forms, and surveys.
- Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff and the public.
- Coordinates projects and activities with other staff.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, or in person.

- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Serves as a participant or leader of internal or external committees or teams.
- Stays on the forefront of library advances and trends in areas of specialization.
- Makes recommendations for improvements and implementation of new services.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of methods of promotion of services and programs in the community to achieve library objectives.
- Knowledge of theories of infant, child, and adolescent learning and development and their application to library services.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of current trends in reading, public library collections, and the publishing industry.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read, listen to, and understand complex information in English.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific set of rules.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

- Selective attention. Ability to concentrate on a task over a period of time without being distracted.
- Ability to see details at close range (within a few feet of the observer).

COMPETENCIES:

Job Knowledge – General: Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

Job Knowledge – Due Diligence: Maintains records and manages cash and property according to library policies; protects library assets

Job Knowledge – Technology: Demonstrates and applies skill in the use of equipment, tools, and technology necessary to independently complete assignments and assist others

Dependability: Meets attendance standards; initiates and accomplishes workload without being prompted; manages time effectively

Productivity and Initiative: Works independently with minimal supervision; makes decisions and takes action within the scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently; handles multiple priorities with ease

Work Relationships and Demeanor: Maintains cooperative and productive relationships; willingly assists with formal or informal coaching or training; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; treats obstacles as solvable challenges; actively works to maintain and improve staff morale

Customer Service: Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

Communication: Communicates effectively in person, by phone, and electronically; expresses ideas clearly with correct grammar; uses active listening skills; matches communication method to the situation and the needs of the recipient

Change and Innovation: Adapts to new or changing priorities; makes recommendations for operational improvements; initiates creative ideas

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 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>