

**SILVER FALLS LIBRARY DISTRICT
JOB DESCRIPTION**

Title: Public Service Assistant – Youth Services **Department:** Youth Services

Exempt/Non-Exempt: Non-Exempt **Reports to:** Youth Services Librarian

Effective Date: September 2011

General Position Summary:

Responsible for a variety of general public service duties, including assisting patrons in locating materials and information, program planning and presentation, and clerical duties to maintain the library collection and resources and to develop displays and promotional materials.

Essential Functions/Major Responsibilities:

- Staff the youth services desk, providing basic reference service by accessing and using local and remote resources, conducting reference interviews, doing research using print and online resource, directing library users to appropriate sources, matching user interests and abilities to library materials.
 - Explain and assist in use of facilities and equipment, including use of public access catalog and Internet computers, photocopier machine, and audio-visual equipment.
 - Learn new reference and software applications as the library makes them available.
 - Assist with planning, set-up, and presentation of library programs as assigned.
 - Conduct tours and visits by school and community groups.
 - Research and produce displays and other promotional materials for library programs and services.
 - Shelf books and other library materials and assist in keeping youth services area organized and attractive.
 - Reaffirm good customer relations while interacting with library users.
 - Follow all safety rules and procedures established for work areas.
- This job description does not necessarily include all of the essential functions that may be assigned this position, based upon the continuing needs of the organization.

Secondary Functions:

- Perform clerical tasks in support of library operations, including photocopying, typing, filing, recording statistics, etc.
- Maintain proficiency by attending training, conferences and meetings; reading materials; and meeting with others in areas of responsibility.
- Assist at Reference Desk and with circulation duties as workload and staffing levels dictate.

Job Scope:

Performs duties under the direction of the Youth Services Supervisors, operating from specific and definite directions and instructions. Most decisions are of a routine nature made within prescribed operating guidelines, policies, and procedures. Mistakes/errors may result in inability to locate or use materials, loss of business, poor customer relations, and/or damage to the facility, all of which can have negative service implications for the organization.

Supervisory Responsibility:

This position is not supervisory in nature.

Specific Job Skills:

- Excellent interpersonal, communication, customer service, and time management skills.
- Ability to read, write and understand English.
- Ability to work well with children/youth and their parents.
- Ability to use various computer office applications and electronic information resources.
- General knowledge of age-specific development principles and children's/youth books and authors.
- Knowledge of office practices and procedures, arithmetic, alpha/numeric sorting methods, and information gathering techniques.
- Knowledge of, or ability to learn, Dewey Decimal Classification System and integrated library computer system.
- Manual dexterity and coordination.
- Ability to operate standard library and office equipment.
- Physical ability to engage in repetitive motions of hands and arms, to see, to stand, bend, kneel, stoop, and to reach and manipulate objects.
- Physical ability to lift and move materials weighing up to 10 pounds on a regular basis throughout the workday, push loaded book carts frequently, and lift up to 40 pounds on an occasional basis.

Education and/or Experience:

A high school education is required, supplemented by additional coursework in literature, English, education, or other related field and one year's experience in library operations.

Job Conditions:

Working conditions include usual office conditions. The noise level in the work environment is typical of most library and/or office environments. Work schedule includes evening and weekend hours.