

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

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| Position Title: | Teen Assistant |
| Department/Location: | Public Library |
| Reports To: | Teen Librarian/ Youth Librarian/ Assistant Library Director |
| Employees Supervised: | None. |
| Interrelationships: | This employee has frequent contact with library patrons, and staff. |

Position Summary:

The Teen Assistant is responsible for shelving and maintaining the order of the library's materials. They also oversee and promote activity in the Teen Room while assisting with program planning. This position is part time hourly with a flexible schedule that includes afternoons, nights and weekends with hours totaling less than 30 per week.

Position Duties:

The functions listed below are all indicative of the types of responsibilities that a Teen Assistant must be able to perform. However, an individual employee may be assigned tasks within those described below, depending on the employee's location and work schedule.

Qualifications:

1. Education: must be enrolled in or graduated from high school.
2. Experience: Requires experience with teens and knowledge of the library. Computer skills and ability to use software and systems is required.

Job Functions:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Page Duties

- Shelves library materials according to library practices.
- Shelf-reads the collection for proper arrangement of materials.
- Alerts supervisor to problem shelving areas.
- Maintains knowledge and skills for completing library services and procedures.
- Maintains display items properly.
- Assists with closing procedures.
- Collects materials from book drops.
- Fills in at Circulation desk as needed.
- Attends meetings, reads blogs, and actively participates.
- Assists in training new paging staff as requested.

Teen Assistant Duties

- Assists patrons locate library materials, answer questions, assist with information searches.
- Suggests materials or ways to locate relevant materials.
- Demonstrates use of computers and assist patrons formulate a search strategy.
- Makes patrons feel welcome in the Teen Room.
- Maintains knowledge of literature that appeals to young adults so that recommendations can be made and trends reflected in Teen programs.
- Reads book reviews and professional journals.
- Promotes Teen services to increase awareness and utilization of the Teen Room.
- Designs flyers, brochures, and draft articles.

- Designs and construct appealing bulletin board and other displays.
- Promotes reading groups.
- Makes the room appealing and comfortable as a Teen gathering place that reinforces reading.
- Participates in planning and execution of Teen programs.
- Assists with opening and closing duties.
- Performs additional projects, program support or duties as assigned.
- Attends required meetings and participate actively in any work group or committee assignments.
- Maintains knowledge and skills in library checkout system, computer equipment and procedures.
- Provides assistance to other departments as requested.
- Keeps order in Teen room by enforcing library policies.
- Processes materials.

Personal Attributes Required:

- Must gain thorough knowledge of Teen Library programs, policies and procedures.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and staff to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.

4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated: May 2004

Was previously titled YA Assistant

Revision date & Approved by library Board: December 10, 2013