

## **Children's Assistant**

**Job Summary:** The Children's Assistant provides public service at the Children's Department desk, efficiently and effectively assisting patrons and addressing concerns in a professional, courteous manner and performs related clerical duties. The Children's Assistant also assists in planning and implementing programs and services for children and caregivers. The successful candidate will have a genuine passion for working with children.

**Supervised by:** Head of Children's Department

### **Duties and Responsibilities:**

- Participates in the routines of the department, providing circulation, reference, and reader's advisory service at the desk and by telephone
- Plans and implements programs for children and caregivers both on site and through outreach in the community
- Personally greets patrons and answers phone calls in a friendly and professional manner
- Revises, sorts, and cleans returned library materials
- Assist Pages as needed with shelving and other tasks
- Explains the use of the library, library materials, and library equipment to patrons
- Responds to patron concerns through resolution or referral as appropriate
- Prepares billing for lost and long-overdue children's materials
- Develops displays to help encourage the circulation of materials within the department
- Maintains up-to-date knowledge and skills related to circulation, reference, reader's advisory, and programming services through professional reading and monitoring appropriate listservs, attendance at continuing education workshops and conferences, staff meetings and staff development activities
- Maintains inventory of necessary supplies for the department
- Helps in other library departments as needed

### **Qualifications:**

- High school diploma or GED; Related college coursework is helpful
- Previous experience working with children
- Ability to work a flexible schedule, including evenings and weekends

### **Knowledge, Skills and Abilities:**

- Dedication to helping children develop a love of the library and literacy by providing exceptional customer service, with a solution-driven approach in order to provide access to library services and resources
- Excellent written and oral communication skills
- Competent computer, internet, and keyboarding skills
- Proficient in planning and prioritizing work, with excellent multi-tasking skills

- Demonstrates poise and maintains composure in all situations
- Knowledge of children's materials in all formats
- Complete understanding of circulation procedures
- Thorough knowledge of library policies and procedures
- Ability to maintain effective working relationships with staff and supervisors
- Self-motivated to see and do the work that needs done with little or no supervision
- Knowledge of the Dewey Decimal System and ability to alphabetize with great accuracy
- Strong attention to detail, even when performing tedious and repetitive tasks
- Ability to maintain flexibility, including the willingness and ability to learn new technology, techniques and methods
- Physical agility and stamina to lift 20 pounds, bend, stand, walk, and maneuver carts of library materials
- Ability to provide own transportation in fulfillment of job duties

**Note:** The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list of duties. Additional duties may be assigned. The position is non-exempt under the Fair Labor Standards rules.

**Date:** Sept. 7, 2021