

YOUTH SERVICES ASSISTANT

Department:	Youth Services	FLSA Status:	Non-Exempt
Reports To:	Youth Services Supervisor	Job Group:	Specialist II
Supervises:	N/A	Primary Location	Whitestown
Updated:	January 2023	Pay Range:	\$17.50 - \$20.00

At the Hussey-Mayfield Memorial Public Library, we are dedicated to enriching the lives of the communities in Zionsville and Whitestown, Indiana. Our team is at the forefront of library services, embracing modern technologies, creating innovative amenities, and delivering personalized, up-to-date programs. We foster collaboration, knowledge-sharing, and entertainment throughout our community. We are proud to be an Equal Opportunity Employer.

Team members are assigned a “primary library location” to provide consistency for their day-to-day work-life. There will be times that team members are asked to assist at their non-primary location or at community events. This position’s assigned primary library location is at the Whitestown Library.

POSITION OVERVIEW:

The Youth Service Assistant is the primary point of contact for patrons visiting the Youth and Teen areas, contributing to a positive atmosphere by providing outstanding customer service to the patrons. Working primarily in the youth services area, the Youth Services Assistant will engage in a range of responsibilities, including material check-ins and outs, library card registration, and resolution of account inquiries. Additionally, this role involves providing reference assistance, technology troubleshooting, readers’ advisory services, creating displays, and programming.

KEY RESPONSIBILITIES:

1. Patron Interaction and Services

- Greet patrons warmly, assess their needs, and direct them to the appropriate resources.
- Demonstrate a comprehensive understanding of the library’s operations, mission, and available resources.
- Assist patrons with library card accounts, including verification, policy communication, and checkout history.
- Resolve patron account disputes.
- Provide readers’ advisory services, technical troubleshooting, and reference assistance.
- Offer support in locating materials within the library.
- Assist patrons at self-checkout stations and provide guidance on technology-related issues.

2. Program Support and Implementation

- Assist with implementing youth library services and programs for children aged 0-5, as well as for parents, caregivers, teachers, and organizations.
- Collaborate on multigenerational and elementary age youth programming.
- Design and set up timely book displays to promote interest in the library’s collections.
- Assist in creating marketing materials for youth programs and services.

3. Administrative and Organizational Tasks

- Perform opening and closing procedures for the building.
- Contribute to the organization of materials through activities such as shelf reading and creating displays.
- Contribute to library-wide and off-site events.
- Additional duties as assigned.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS AND PREFERENCES

- High school Diploma or GED required
- Strong verbal and written communications skills for effective interaction with patrons and team members.
- Proficient in MS Office and Windows and IOS software, with the ability to adapt to new technologies.
- Previous experience in customer service and working as a member of a team.
- Strong organizational abilities to manage multiple tasks and maintain order.
- Sensitivity to diverse patron needs and a commitment to promoting inclusivity.
- Experience with Dewey Decimal System and library database apps preferred.
- Physical Demands: This position requires physical demands, including reading, writing, maintaining hand-eye coordination, standing, sitting, walking, bending, crawling, climbing, pushing, pulling, and lifting items weighing 15-20 pounds.

Employees are expected to perform the job duties listed with or without accommodation, if accommodation is needed, they should request it through the appropriate channels.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and understood the above job description for the Hussy-Mayfield Memorial Public Library. I recognize that this description outlines the essential duties, responsibilities, and qualifications required for this position. I further acknowledge that this job description is not an employment contract and does not guarantee employment for any specific duration. Employment with the Hussey-Mayfield Memorial Public Library is at will and the employer, or I, can terminate the employment relationship at any time, for any reason, with or without notice or cause.

Employee Name:		Date:	
Employee Signature:			