

Youth Services Assistant

Job Description

The Youth Services Assistant supports daily operations within the Youth Services and Circulation departments. This role frequently serves as the first point of contact for patrons visiting or calling the library and requires strong public service, communication, and interpersonal skills. The assistant helps children, teens, caregivers, and community members access library services, supports youth programming and outreach efforts, and assists in maintaining a safe, organized, and welcoming environment.

This position requires the ability to provide calm, respectful, and solution-focused service in a busy public environment while applying library policies consistently and professionally. The assistant is expected to exercise sound judgment and seek supervisory guidance when situations exceed standard procedures.

The Youth Services Assistant is supervised by the Youth Services Supervisor and may be filled as full-time, part-time, or temporary depending on the library's operational needs.

The following list of duties is representative of job responsibilities and is not intended to be all-inclusive.

Primary Duties Include

- Provides responsive public service to children, teens, caregivers, and community members.
- Responds to patron questions by explaining library resources, services, and procedures and referring complex issues to appropriate staff.
- Helps to maintain a safe, organized youth area, including monitoring activity spaces and supporting positive patron behavior.
- Assists with preparing materials, setting up spaces, and supporting instructors before, during, and after library programs.
- Ensures flyers, parent resources, and informational materials are updated and well organized.
- Assists in creating flyers and displays that highlight library collections, programs, and services.
- Supports activities that encourage children, teens, and families to participate in library programs and services.
- Assists with outreach and community engagement efforts involving schools, childcare providers, and community organizations.
- Represents the library at community events and youth-focused activities as assigned.
- Performs routine library operations including circulation functions, shelving, opening and closing procedures, and maintaining orderly public spaces.

- Maintains confidentiality of library records in accordance with library policy and state law.
- Performs other duties as assigned.

Educational Requirements

- High School Diploma or equivalent required.

Minimum Qualifications

- Ability to provide consistent, high-quality public service in a public-facing environment.
- Ability to communicate effectively and professionally with individuals of varying ages, backgrounds, and needs.
- Ability to exercise sound judgment and adapt appropriately during challenging situations.
- Maintain regular communication with the Youth Services Supervisor regarding daily tasks, priorities, and expectations.
- Ability to collaborate effectively with coworkers, families, educators, and community partners.
- Proficient computer skills and ability to use library technology effectively.
- Ability to learn and maintain proficiency in job-related tasks and procedures through training and on-the-job instruction.
- Ability to perform the physical requirements of the position, including considerable walking, standing, bending, stretching, stooping, lifting up to 25 pounds, and pushing or pulling carts and equipment.
- Reliable transportation to and from work and to occasional outreach events is required. A valid driver's license is preferred, but not required.