

YOUTH SERVICES LIBRARIAN POSITION DESCRIPTION



YOUTH SERVICES LIBRARIAN

SUPERVISOR: DIRECTOR OF LIBRARY SERVICES

SERVICE COMMITMENT

Shorewood Public Library is committed to providing the highest quality of service to both internal and external customers. To achieve this level of service, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively with other employees. Employees are expected to contribute toward public understanding of and support for libraries within the community. Shorewood Public Library is a dynamic work environment requiring employees to be adaptable.

GENERAL PURPOSE OF POSITION

Provide library services to the Shorewood community and all patrons that support the Shorewood Public Library mission and strategic plan as set by the Shorewood Public Library Board of Trustees. Focus is on services to youth from birth through sixth grade, caregivers, and teachers. This includes collection development, programming, advising on policy, educating other staff, and advocating for youth interests and needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

1. Contribute to a positive, helpful, friendly, and inviting environment for library users and maintain a level of excellent customer service.
2. Provide reference, reader's advisory, and interlibrary loan (ILL) services to the public in-person and via telephone, mail, and e-mail. Assist library users locating materials. Offer ILL when appropriate. Follow up with patrons as needed.
3. Provide instruction in the use of the library's resources, equipment, and services for individuals and groups. This includes assisting with basic computer questions.
4. Maintain confidentiality of library patron information.
5. Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace.
6. Provide and support services focused on community-based equity, diversity, and inclusion (EDI) efforts in alignment with the Shorewood Public Library's Equity Commitment.
7. Attend and participate in staff meetings when required.
8. Act as Librarian in Charge (LIC) as needed and oversee opening and closing procedures.
9. Monitor the behavior of patrons in the library in the interest of maintaining order. Report serious incidents to the Director of Library Services.

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10. When serving as LIC, assign, redirect, and evaluate work of employees and volunteers. When necessary, takes immediate and appropriate disciplinary action. When indicated, recommends discipline to and makes note of exceptional performance to Director of Library Services.
11. Plan and manage budget needs for operating and capital expenditures in assigned collections, programs, and/or assigned area of operations, and documents justification to Director of Library Services. Works to identify and secure other sources of revenue.
12. Follow library and department policies and procedures, and interpret to users as needed. Follow and interpret Milwaukee County Federated Library System (MCFLS) and ILL policies and procedures as applicable.
13. Maintain up to date knowledge of library and community events and services by reading local publications, following library and Village of Shorewood social media, and familiarity with library and village websites.
14. Troubleshoot basic problems with library equipment and software.
15. Maintain a commitment to continual learning to improve skills and knowledge through reading professional literature and attending local training sessions and other opportunities as they arise. Stay current with trends in information technology and its application to library service.
16. Serve on Village, MCFLS, or other committees as assigned by the Director of Library Services.
17. Maintain working knowledge of all library operations and fill in as needed in other departments.
18. Perform other duties as assigned by the Director of Library Services.

YOUTH SERVICES

1. Develop year-round programming aimed at youth from birth through sixth grade.
2. Maintain a welcoming and accessible children's area, including recommended booklists, displays, and self-guided activities.
3. Cultivate and maintain a youth collection that meets the needs of children from birth through sixth grade, acknowledging that parents and families as well as teachers are also users of the youth collection. Use professional review sources and consider patron and staff suggestions to evaluate quality and trends; monitor high demand hold lists and order additional copies when needed. Implement collection assessment using Selection Policy and recommend policy changes as needed.
4. Maintain a current working knowledge of youth literature and authors, and stays informed of trends in youth library services and programs.
5. Reach out to and work closely with Village of Shorewood schools.
6. Collaborate with the Virtual Engagement Librarian to use a variety of media and channels, including social media, to raise awareness of and interest in library resources, offerings, and value.
7. Collaborate with Teen Services Librarian in areas of programming, collection, and services to school-age children.
8. Create promotional materials for youth services such as signage, brochures, instructional guides, flyers, bookmarks, etc.
9. Manage Early Learning Center in collaboration with Youth Services team. Assist in developing, executing, and evaluating new ideas for play. Actively participate in the overall upkeep of the space and toys.

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QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and abilities necessary to successfully perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- American Library Association accredited Master of Library Science degree
- One year of professional library experience, preferably in appropriate area of responsibility or similar experience

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to develop a strong awareness of local needs and interests, and to apply that knowledge in the selection of library materials and the development of library programs and services
- Understanding of youth services principles, including youth development, interests and needs
- Ability to work comfortably with patrons of all ages and backgrounds
- Friendly and helpful manner, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors
- Ability to effectively present information and respond to questions from individuals and groups
- Understanding of basic library principles, procedures, technology, goals, and philosophy of service
- Ability to exercise judgement and reasoning in enforcement of library policies and procedures
- Ability to maintain confidentiality of library users' information
- Ability to learn pertinent computer programs and to effectively use them to perform assigned duties
- Ability to effectively use the internet, search engines, and social media tools
- Broad understanding of computer technology and software, including thorough knowledge of Microsoft Office products
- Initiative, ability to work both independently and as a team
- Ability to organize and prioritize work, respond to varied/changing work demands and make decisions as required
- Promptness, reliability, able to maintain good attendance record
- Knowledge of English grammar and spelling

PHYSICAL DEMANDS

- Majority of work time is standing, walking, and reaching in front of body
- Bending, twisting, stooping and reaching overhead with simultaneous use of hand, wrist, and fingers

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- Far vision at 20 feet or further; near vision at 20 inches or less
- Fingering: keyboarding, writing, and processing (applying labels, tags, barcodes, covers)
- Lifting and carrying: 20 pounds or less
- Pushing and pulling: objects weighing 300 pounds on wheels
- Mobility: travel to Village Hall and elsewhere outside the library
- Talking and hearing ordinary conversation in person or on the phone in a quiet and sometimes noisy environment

MENTAL REQUIREMENTS

- Ability to comprehend and effectively follow instructions received both verbally and in written form
- Ability to work well under pressure and handle fast paced, stressful situations
- Ability to interpret technical regulations, policies, and instructions
- Analytical skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information, resources available when making decisions
- Planning and organization skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals
- Problem-solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the Director of Library Services when necessary
- Ability to exercise judgment and reasoning in enforcement of policies
- Communication skills: effectively communicate ideas and information both in written and verbal form
- Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator and understand a financial spreadsheet
- Reading ability: effectively read and understand information contained in memoranda, reports, and bulletins, etc.
- Time management: set priorities in order to meet assignment deadlines
- Alphabetical/numerical ability: effectively arrange materials in appropriate order
- Ability to handle collection of money and make change

WORK ENVIRONMENT

- Inside work environment
- Frequent dusty work conditions
- Exposure to environmental factors: repetitive motions of using computer keyboard and picking up and setting down books
- Noise level is moderately quiet
- Work hours include evenings and weekends

TOOLS AND EQUIPMENT USED

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Automated shared resource system (CountyCat and Innovative Sierra), networked personal computer and peripherals, mobile devices, printers, e-readers, wireless router, copy machine, scanner, telephone, and cash register

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.