

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
YOUTH SERVICES ASSISTANT	NON-EXEMPT
<b>Division</b>	<b>Pay Grade</b>
YOUTH & OUTREACH SERVICES	22

**JOB SUMMARY**

The primary responsibility of the Youth Services Assistant is, with limited supervision, to serve the general public (children, teens, and adults) in satisfying their informational and recreational reading needs, both in-person and on the telephone. This activity is mainly carried out as patrons use the children and teen areas. The Youth Services Assistant works together with division coworkers, the Manager, Youth & Outreach Services and the Assistant Manager, Youth & Outreach Services/Youth Librarian as a team to achieve this goal.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs exceptional customer service. As the first, and sometimes only, person that a patron may be in contact with, customer service is a very important aspect of all library positions.
3. Spends appropriate amount of time away from public service points roving using established procedures. Meets patrons at their point of need.
4. Prepares children’s and teen areas each day. Turns on desk and work area computers and makes sure areas are tidy and inviting.
5. Follows established opening and closing procedures.
6. Works public service points to assist patrons, including, but not limited to, conducting reference interviews; instructing and assisting patrons in the use of the library, online databases, and computers; helping patrons find what they need throughout the library; offering readers’ advisory based on age appropriateness, interests, reading level, and requested subject material in all collections of the children’s and teen areas; and giving directional information.
7. Understands the early literacy aspects of educational installations, including the Early Literacy Center (ELC) and My Library Place (MLP) and imparts that knowledge to adults using the library with children. Regularly monitors and straightens the ELC and MLP and ensures tiles are removed from inside the book factory, chess or checker pieces are not broken, etc. Reports any issues to the Assistant Manager, Youth & Outreach Services.
8. Develops a diverse and thorough knowledge of the children’s and teen collections.
9. Uses and operates the computers and printers in all functions that relate to the division. Applies proper troubleshooting procedures.
10. Prepares and conducts tours to individuals and groups as assigned.
11. Assists in collection development and weeding activities as instructed by the Manager, Youth & Outreach Services or Assistant Manager, Youth & Outreach Services/Youth Librarian, including providing input as gained from patron comments and suggestions.
12. Straightens children’s and teen areas and shelving as necessary and fills empty display units.
13. Prepares projects for, and supervises, child, teen, and adult volunteers.

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14. Assists in the development, planning, and implementation of youth events and programs as assigned by the Manager, Youth & Outreach Services, Assistant Manager, Youth & Outreach Services/Youth Librarian, or YOS Events Team.
15. Assists in the development, planning, and implementation of the Summer Reading Challenge as assigned.
16. Works at the Greeter Desk as assigned.
17. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- High School diploma; and
- 6 months of relevant experience with children or teens; or
- The equivalent combination of education and experience.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must have a valid state-issued identification.
- Proficiency with a variety of software programs and systems related to the operations of the library including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
- Ability to work flexible work schedules including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.

**REPORTING RELATIONSHIPS**

Reports to: Assistant Manager, Youth & Outreach Services/Youth Librarian  
Supervises: Volunteers

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and stacks of material from one location to another.

**DATE LAST REVISED 07/2020**