

Job Description

Children's Aide

Part time

Non-exempt

Updated: 11/18/2009; 9/1/2018

Job summary: Performs a variety of informational services to meet the needs of the customers in the library; works under the direct supervision of the Youth Services Director.

Essential Functions:

1. Provides friendly professional customer service to the public and staff which may include registering customers for programs or placing materials on hold for the customer
2. Assists customers and staff by analyzing inquiries, answering questions, identifying informational sources, recommending materials and instructing use of resources but refers to librarian if unable to locate information
3. Develops and implements ideas for displays, exhibits, bulletin boards and book lists; assists in preparing signage
4. Assists patrons and staff with all library equipment
5. Serves as librarian-in-charge in the absence of the Youth Services Director or children's assistant; responsibilities may include but are not limited to opening and closing activities, resolving customer complaints, overseeing circulation functions and directing patrons and staff in emergency situations
6. Supervises children's pages and volunteers in the absence of the Youth Services Director or children's assistant
7. Reads professional literature and maintains current knowledge of children's reference materials and search tools
8. Attends staff, county and other professional meetings representing the library. Participates in and strengthens library and branch teams. Complies with continuing education requirements
9. Other projects and responsibilities may be added at the supervisor's discretion

Required Knowledge, Skills, and Abilities:

1. Excellent verbal and written communication skills
2. Ability to be self-motivated, proactive, work independently and make decisions based on good business practices and library philosophy
3. Knowledge of basic computer functions and software
4. Ability to supervise staff using effective business and motivational models
5. Knowledge of children's materials
6. Knowledge of principles and practices of reference and reader's advisory services and sources

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Required Knowledge, Skills, and Abilities (continued):

7. Excellent organizational skills

Education:

- High School diploma or G.E.D.
- Previous customer service experience preferred

Physical and Environmental Conditions:

Work regularly demands light physical effort in the handling of materials, boxes, carts, or equipment, as well as manual dexterity and visual acuity when working with a computer. Regularly lifts and carries books and materials weighing as much as 30 pounds; regularly pushes and pulls carts; regularly bends and reaches for books on top and bottom shelves; regularly uses repetitive movements and views small print when assisting patrons with searches on the computer. Work may require standing for extended periods of time.

The work environment involves everyday risks which require normal safety precautions typical of such places as offices, meeting rooms, and libraries, e.g., the safe use of work place practices with office equipment, avoidance of trips and falls, and observance of safety regulations.

This document describes the position currently available. It is not an employment contract. The Cleve J. Fredricksen Library and East Pennsboro Branch Library reserve the right to modify job duties or job descriptions at any time.
Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this job.