**Great Barrington Libraries**

**YOUTH SERVICES TECHNICIAN (1, 2, 3)**

**Definition**

The Youth Services Technician performs circulation work in the youth collections and assists library patrons; all other related work, as required.

**Essential Duties and Responsibilities**

*The essential functions or duties listed below 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.*

* Serves family library patrons at the Children’s Room circulation desk circulating materials, creating new patron accounts, answering reference questions, offering reader’s advisory to assist materials’ selection, & communicates library policies and procedures;
* shelves youth materials, straightens and organizes stacks, keeps track of overdue books, processes notices;
* Answers the telephone responding to questions; communicates with patrons via email, assists patrons with online catalog, public computers, & is knowledgeable about library eServices;
* Processes books to make them circulation-ready;
* Works with Youth Services Supervisor to design and execute programming for children and young adults, book displays, & seasonal room decor;
* Assists Youth Services Supervisor with social media and other outreach as required;
* Performs similar or related work as required, or as situation dictates.

**Supervision**

Works under the direct supervision of the Youth Services Supervisor, performs tasks in accordance with department rules, regulations and policies.

**Work Environment**

* Work is performed under typical library conditions, subject to quiet or moderate noise from family library patrons; volume of work varies seasonally; regular schedule includes evening and weekend hours;
* The employee operates standard office equipment;
* The employee maintains confidentiality of library users’ records.

**Recommended Minimum Qualifications**

* *Education and Experience:*High school diploma; library experience desirable; experience working with the public and providing excellent customer service; or an equivalent combination of education and experience. Some college and/or library science degree preferred.

**Knowledge, Ability and Skill**

* A pleasant personality and demonstrated ability to work effectively with others
* The ability to speak effectively and clearly;
* Excellent organizational skills, attention to detail in record keeping, ability to multi-task;
* Ability to exercise independent judgment in decision making;
* Appreciation of the many facets of library service and a willingness to share skills with the general public;
* General knowledge of library policies & procedures;
* Knowledge of and interest in children’s and young adult literature;
* Familiarity with the Dewey Decimal System;
* Ability to learn computer operations, related library databases, library equipment;
* Familiarity with Microsoft Office/Google Docs computer skills;
* Must enjoy working with the public and thrive on creating healthy interpersonal connections;
* Must have a professional willingness and comfort in working and interacting with children;
* Must have the ability to work well in a team environment with excellent communication skills;
* Ability to make minor decisions in accordance with library policies and procedures;
* Previous library user experience and experience with Evergreen catalog a plus;
* Proven public service skills and ability and desire to work effectively with patrons of diverse backgrounds with a wide variety of needs and abilities.

**Physical Requirements**

Minimal physical effort is required to perform most duties; some duties require moderate effort. The employee is required to stand, walk, sit, speak, hear, use both hands to operate equipment, climb, stoop, reach with hands and arms and lift books and furniture weighing up to 30 pounds. Vision requirements include the ability to read and analyze documents and use a computer.

*This 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.*