



LAKE VILLA DISTRICT LIBRARY

Job Description

JOB TITLE	DEPARTMENT	PAY GRADE
Reference Associate	Youth Services	6
CLASSIFICATION	SCHEDULE	REPORTS TO
Part-Time Non-Exempt	TBD - includes daytime, evening, and weekend hours	Head of Youth Services

POSITION SUMMARY

Under the supervision of the Head of Youth Services, this employee provides direct customer service support to the public, including reference and readers advisory; collection development responsibilities; planning and conducting programs; and facilitating patron use of various technologies.

ESSENTIAL RESPONSIBILITIES

- Provides accurate, friendly, and courteous service and assures a positive library experience.
- Conducts reference interviews to ascertain patron needs; refers more complex inquiries to librarian.
- Responds to patron requests for information and material location; determines appropriate resources for responding to questions.
- Assists patrons in placing holds and requesting interlibrary loans.
- Provides bibliographic, Internet and database, and library skills instruction.
- Prepares bibliographies, pathfinders, book talks, and book reviews.
- Promotes and informs patrons of library electronic media, services, programs, and resources.
- Registers patrons for programs and responds to attendance changes.
- Assists with collection development and maintenance in assigned area(s).
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Plans, prepares, and executes programs within the Youth Services Department.
- Provides programming to area schools as assigned and participates in library wide outreach efforts.
- Maintains awareness of current trends, studies, and opinions in child and/or adolescent development.
- Assists patrons with computer needs and devices.
- Attends and participates in job-related meetings and continuing education.
- Troubleshoots equipment problems (computers, printers, copiers, etc.) and facilitates patron use of various technologies.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Commitment and desire to provide excellent service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Excellent interpersonal skills to relate easily to individuals of various backgrounds.
- Ability to maintain confidentiality and exercise discretion with patrons and staff.
- Knowledge of reference and readers advisory practice in public libraries.
- Ability to empathize and relate to the needs of children, young adults and their caregivers.
- Awareness of library resources in multiple formats.
- Familiarity with children's and/or young adult literature.
- Demonstrated ability to tell, read, and interpret stories for children.
- Awareness of library practices, policies, and procedures, especially as they relate to services for children and young adults.
- Adapts well to changes in existing practices, library routines and workflows with patience, tact and professionalism.
- Technology proficiency and ability to adapt to technology needs and trends.
- Ability to comprehend oral and written instructions.
- Ability to communicate clearly and effectively.
- Ability to follow directions and complete tasks.
- Ability to establish and maintain harmonious working relationships.
- Ability to use good judgment in making decisions and referring questions to appropriate staff.
- Ability to use keyboard, computer, integrated office software, and electronic devices.
- Supports mission of LVDL and demonstrates a commitment to the library's strategic plan.

QUALIFICATIONS

- Bachelor's degree (in education or child development preferred) with one year previous experience working with children or young adults OR
- LTA or Associate's degree with two years' public library experience and experience working with children or young adults preferred.
- Schedule includes daytime, evening, and weekend hours.
- Access to transportation.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered):

- Ability to see, walk, sit, talk, and hear.
- Ability to read, write, and communicate fluently in English.
- Frequently entering data on a keyboard and reading computer screens.
- Frequently standing/sitting at and using a computer.
- Ability to move from one area of the library to another area.
- Ability to bend, stoop, kneel, and stretch.
- Physical dexterity to reach shelves of various heights.
- Ability to lift and carry items up to 20 pounds.
- Ability to push items of 150 pounds or higher while utilizing a cart.
- Visual acuity sufficient to read various font sizes.