

TEEN SERVICES ASSOCIATE

REQUIREMENTS FOR ALL EMPLOYEES:

- Ability to communicate clearly, both in writing and orally.
- Assist in promoting a safe working environment.
- Provide courteous and friendly service to patrons and staff.
- Willingness to help the library become a more inclusive environment for both staff and patrons.

EDUCATION/EXPERIENCE REQUIRED:

- Bachelor's degree, LTA certificate/certification, or equivalent in experience.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to identify and translate the needs and interests of patrons into effective library services and programs.
- Ability to learn circulation procedures.
- Ability to locate items in alphabetical order and using the Dewey Decimal System.
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations.
- Ability to relate to library patrons of diverse ages and abilities in a positive, patient, and effective manner.
- Ability to see projects through to fruition.
- Ability to work independently and as a member of a team.
- Ability to work pleasantly and effectively with the public and staff.
- Demonstrates excellent presentation skills.
- Knowledge of early literacy principles and the ability to incorporate them into programming as appropriate.
- Knowledge of and interest in children's and young adult literature.
- Knowledge of and interest in library procedures.
- Knowledge of and interest in STEAM.
- Knowledge of reference and research procedures, materials, and current technology.
- Proficiency in Microsoft Office and Google Suite.

DUTIES AND RESPONSIBILITIES:

Customer Service:

- Staff service points as assigned.
- Provide patron account assistance, including the collection of fees.
- Check materials in and out of the library.
- Accept applications for library cards.
- Answer and direct incoming telephone calls.
- Provide reliable and accurate reference and readers' advisory assistance to patrons in person, on the telephone, or electronically.
- Participate in the Book-an-Expert service as needed.
- Provide database and eResource instruction to patrons.
- Accept passport applications according to guidelines set by the Department of State.

Collection Development:

- Assist in collection development as assigned.

Continuing Education:

- Keeps informed of current information and trends at the local and regional library level. Participates in professional development activities relating to areas of responsibility.

- Read professional literature, attend meetings/webinars, and workshops.

Programming:

- Develop, plan and execute engaging programs for teens.

Other:

- Familiar with library policies and procedures and able to make decisions in accordance with them.
- Observe opening and closing procedures as required.
- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Assist with duties of the Youth and Teen Services Manager as requested.
- Perform related duties as required and assigned.

PHYSICAL REQUIREMENTS/DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform essential functions.

- Sit or stand for extended periods.
- Required to walk, talk and hear.
- Required to use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms.
- Occasionally required to climb or balance, stoop, kneel, crouch, crawl, or stand for long periods.
- Occasionally lift and/or move up to 50 pounds.
- Occasionally push carts loaded with up to 100 pounds of materials.
- Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Physical tasks may include moving boxes, book carts or furniture.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

- Noise level in the work environment is generally quiet.

SUPERVISION: Youth and Teen Services Manager

FLSA STATUS: Non-exempt

DISCLAIMER:

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Youth and Teen Services Manager to assign, direct, and control the work of the Teen Assistant.

HOURS: Part-time (19)