

Youth Services Programmer

Last updated: December 2024

Department:	Reports to:	Pay Grade:
Youth & Teen Services	Youth & Teen Services Manager	4
Schedule:	Supervises:	Classification:
15-27 hours per week. Schedule may include daytime, evening, and weekend hours.	N/A	Part-Time Non-Exempt

Requirements for All Employees:

- Ability to communicate clearly and effectively.
- Ability to work pleasantly and effectively with the public and staff.
- Assist in promoting a safe working environment.
- Be familiar with library policies and procedures and be able to make decisions in accordance with them.
- Observe opening and closing procedures as required.
- Provide a welcoming and inclusive environment for patrons and staff.

Qualifications:

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

Knowledge, Skills, and Abilities:

- Ability to identify and translate the needs and interests of patrons into effective library services and/or programs.
- Ability to learn circulation procedures.
- Ability to locate items in alphabetical order and using the Dewey Decimal System.
- Ability to provide group and one-on-one instruction.
- 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 completion.
- Ability to work independently and as a member of a team.
- Demonstrates excellent presentation skills.
- Familiarity with library materials and technology.
- Knowledge of and proficiency in using current technology.
- Knowledge of early literacy principles and the ability to incorporate them into programming as appropriate.
- Knowledge of and interest in children's literature.

- Knowledge of library procedures.
- Knowledge of and interest in STEAM.
- Knowledge of reference and research procedures, materials, and current technology.
- Knowledge of the principles and practices of public library functions.
- Proficiency in Microsoft Office and Google Suite.

Duties and Responsibilities:

Customer Service:

- Staff service points as assigned.
- Provide excellent customer service to patrons of diverse ages and abilities.
- Provide patron account assistance, including the collection of fees.
- Check materials in and out of the library.
- Accept applications for library cards.
- Answer incoming phone calls, address patron requests and/or concerns, and direct calls to proper extensions.
- Provide directional information to patrons.
- Provide reliable and accurate reference and readers' advisory assistance to patrons.
- Provide Book-an-Expert service as needed.
- Provide database and e-material instruction to patrons.
- Accept passport applications according to guidelines set by the Department of State.
- Assist patrons with study room reservations.
- Assist patrons with program registration and cancellation.
- Provide computer, copier, and printing assistance to patrons.

Continuing Education:

- Keep informed of trends in library service and participate in professional development activities relating to areas of responsibility to maintain current expertise and expand knowledge base.
- Complete required training as assigned.
- Attend all-staff and department meetings.
- Keep informed of current information and trends at the local and regional library level.

Programming:

- Develop, plan, and execute engaging programs for children and families that are tailored to the skills and abilities of assigned age groups.

Other:

- Act as Person-in-Charge as assigned.
- Assist with training as needed.
- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Assist with duties of the Youth and Teen Services Manager as requested.
- Participate in outreach and offsite programs as assigned.
- Actively participate on committees as assigned.
- Perform related duties as required and assigned.

Physical Requirements:

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.

- Essential and marginal functions may require maintaining a stationary position as well as movement in the office to access file cabinets, equipment, etc.
- The ability to position self to maintain files in file cabinets.
- Occasionally move boxes weighing up to 50 pounds.
- Occasionally move or transport a cart up to 100 pounds.
- Continually operates a computer and other office productivity equipment such as a copy/fax machine and printer.
- The ability to accurately communicate and exchange information and ideas so that others will understand.
- The ability to observe details at close or distant ranges.

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.

Disclaimer:

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