

Position Title : Youth Services Assistant - Branch **Position #: P205- 16**
Dept/Branch : Public Services
Reports to : Youth Services Librarian - Branch
Position Supervises : N/A

I. Position Summary

Under the direction of the Youth Services Librarian, the YS Assistant – Branch assists with the delivery of Children’s/Young Adult services in a branch library. Duties include reader’s advisory, reference and programming. This position requires considerable knowledge of children’s literature and reference interview techniques.

II. Accountabilities

1. Public Services

Plans and delivers assigned children’s programs that involve story time, singing in public, reading books to large crowds, action songs, flannel stories, draw and tell and fingerplays/rhymes. Also includes outreach activities in home branch, other branches and in other community locations.

Delivers reference and reader’s advisory services to children and other branch patrons, in person, on the phone or online. Ensures customer’s needs are met by conducting reference interviews and keeps a written record of work performed on unresolved reference questions. Refers unresolved questions to the Youth Services Librarian.

Assists customers to locate age appropriate resources; performs searches of indexes, directories, databases and age related sources.

Conducts class and group visits every 2 – 3 months as required and provides orientation tours for children.

Assists customers in the use of library equipment as required.

2. Non Public Duties

Assists with the maintenance of branch Children’s and Young Adult collections. Keeps assigned areas of the collection in order.

Prepares and sets up displays to support Children’s and Young Adult collections.

Prepares and sets up for programs under tight time restraints.

Assists with ordering junior programming materials, the preparation of booklists, fliers, and other promotional materials.

May assist with the orientation of new staff to children’s services.

Participates in the development of Children’s programs and procedures under the direction of the Youth Services Librarian. Identifies any inconsistencies or problems in the delivery of youth services and reports them to the Youth Services Librarian.

Completes opening and closing procedures under the direction of the Youth Services Supervisor.

III. Working Conditions

Works in a front-line public service environment and as such, deals with constant interruptions by person or phone. Has contact with public, employees at branches and Headquarters. May be required to lift and push heavy objects. Uses a computer.

IV. Job Specification

a. Education

Grade 12 or equivalent
Plus
CLTP 104 Library Services for Children or equivalent,
Plus
CLTP 102 Reference and Information Services or equivalent
Plus

b. Related Experience

One Year (full time) experience working with children of all ages, including the delivery of established children’s programs.

c. Other Requirements

- Considerable knowledge of children’s literature and materials.
- Considerable knowledge of reference interview techniques.
- Excel, Outlook, Microsoft Word
- An interest in, and respect for children of all ages, combined with a willingness to approach young people in an open, non-condescending and non-judgemental way.
- Good oral and written communication skills.
- Good organizational skills, with the ability to work independently as well as in a team environment.
- Ability to communicate with courtesy and tact with staff and all sectors of the public.
- Physical ability to handle book bins, boxes of books and loaded book trucks.
- Ability to speak publicly to large groups.
- Keyboarding speed minimum 40 wpm.
- Working knowledge of current word processing and other computer programs.
- Valid BC Driver’s licence.

Drafted by:

Carla Phillips, Director of Human Resources

Signature

Date

Approved by:

Stephanie Hall, Chief Executive Officer

Signature

Date

INPUT PROVIDED BY:

Name	Position	Location
Judy Millard	Youth Services Assistant -Branch	Kelowna
Judy Bartosh	Youth Services Assistant –Branch	Vernon
Ali Yurgensen	Youth Services Librarian	Kelowna
Stephanie Vollick	Youth Services Librarian	Vernon