



If you enjoy working with kids and teens and want to work in an inclusive environment making a difference in the lives of others, this job may be for you!

**VIGO COUNTY PUBLIC LIBRARY
HAS JOB OPENINGS FOR PART-TIME YOUTH SERVICES ASSISTANTS**

OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Posting Date: January 23, 2024

Application review will continue until the position has been filled.

YOUTH SERVICES ASSISTANT: Opening for two part-time 20-24 hours per week non-exempt positions in the Youth Services Department of the Vigo County Public Library.

GENERAL DESCRIPTION: Youth Services Assistants are responsible for performing day-to-day activities in the department including circulation services; assisting customers with library resource and information needs; general maintenance of materials and shelving; and various other clerical functions that support the department and its services. Youth Services Assistants also help with Youth Services programming and activities and are responsible for creating visual displays that highlight departmental and library wide programming and event themes.

JOB FUNCTIONS:

Core Essential Functions:

- Represent the VCPL’s fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with the VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Daily:

- Assist with day-to-day activities in the Youth Services Department.
- Assist customers with various services such as
 - Locating and identifying library print and digital library resources.
 - Checking library materials in/out using library’s integrated library system (ILS) and assisting with use of self-check units.
 - Issuing/renewing library cards and processing card applications.
 - Providing assistance and instruction in the use of VCPL computer workstations, electronic devices, copier/printer, ILS catalog, and other technology and information access related resources.
 - Responding to customer queries and information requests.
 - Referring in-depth customer reference questions and inquiries to YS Librarians or Assistant Librarian.
- Programming
 - Prepare craft materials for programs/activities.
 - Maintain an inventory of and assist with shopping for department craft supplies.
 - Prepare program registration materials and assist with registration process.
 - Assist with programs including set up, providing help during programs, and clearing setup after programs.
- Plan and assemble bulletin boards, displays, and program/activity room decorations that align with department and library wide themes and promote customer interest and engagement.

- Assist YS Librarians and Assistant Librarians with collection maintenance projects such as running reports and pulling materials for recommended evaluation or weeding.
- Assist YS Librarians with building/charging/discharging materials for childcare delivery collections.

Essential Functions Performed Periodically:

- Assist with materials and shelf maintenance by inspecting library materials, returning materials to proper shelf location, verifying shelf arrangement accuracy, and ensuring that shelves and materials are dust free.
- Assist with mending slightly damaged materials and evaluate and deliver items with significant damage to Technical Services for mending or withdrawal.
- Compile and perform data entry of department statistics, prepare information for the monthly board report, perform filing, copying, printing, and other clerical duties for the department.
- Retrieve Youth Services materials from the Lending Services workroom as needed.
- Assist Youth Services Librarians and Assistant Librarians with arranging displays and conducting programs.
- Clean department toys, public computer workstations, headphones, and other peripherals in public areas.
- Assist with cleaning surfaces in the department that require attention prior to routine cleaning by Maintenance.

Additional Functions Performed Periodically:

- Search for library materials marked as lost or missing.
- Attend and participate in department meetings, assigned committee and task force meetings, and required system wide meetings to stay informed about departmental and system wide activities and to contribute to development of processes, services, initiatives, etc.
- Participate in staff development opportunities.
- Participate in Staff Association programs and committees.
- Perform other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to
 - Read, write, and understand written and verbal instructions.
 - See and hear various forms of library media and materials.
 - File alphabetic and numeric systems
 - Utilize computer keyboard, monitor, and mouse or use modifying/adaptive devices or equipment with equivalent outcomes.
 - Perform repetitive hand movements in use of computer keyboard and opening/closing library materials casings.
 - Remain stationary for long periods of time either sitting or standing.
 - Move throughout the library to assist customers and provide a variety of customer services.
 - Reach floor level and heights up to six feet.
 - Move items ranging from 10-25 pounds.
 - Move carts from 25-75 pounds.
- High degree of mental acuity with highly developed skill for paying attention to detail.
- Well-developed organizational skills and adept at effectively prioritizing and managing workflow.
- Well-developed communication and interpersonal skills; proficient in communicating effectively with customers and co-workers orally and through written communication.
- Adept at consistently using tact and patience in interactions with others.

WORK SCHEDULE: 20-24 hours per week for each of the 2 positions during the timeframes outlined below.

Mon 9:00 AM-6:00 PM

Tue 4:00-8:00 PM

Wed 4:00-8:00 PM

Thu 4:00-8:00 PM

Fri 9:00 AM-1:00 PM *(except when scheduled on Sat)*

Fri 2:00-6:00 PM *(except when scheduled on Sat)*

Sat 8:30 AM-5:00 PM *(every other Sat)*

Sun 1:00-5:00 PM on an occasional basis

Schedule flexibility to meet department scheduling needs and assist with special programs and events is preferred.

QUALIFICATIONS:

- High School diploma or equivalent required.
- Interest in and enthusiasm for working with children, teens, and the public required. Previous experience working with the public in a library or similar environment preferred.
- Well-developed verbal and written communication skills.
- Computer skills and experience with a wide variety of computer software programs including Windows and Microsoft applications required; high degree of comfort for learning; computer keyboard skills.
- Working knowledge and prior experience in the use of on-line information resources, internet resources, and various types of technology.
- Social Skills
 - Well-developed interpersonal and customer service skills with ability to effectively work with a wide range of people in a diverse community required.
 - Ability to work well with others and display tact, patience, and the use of sound judgement required.
 - Ability to project friendliness, enthusiasm, and a positive attitude required.
 - Ability to consistently apply communication and interpersonal skills to achieve constructive and beneficial interactions with co-workers and customers required.
 - Ability to constructively address customer behavior that doesn't align with the VCPL Rights and Responsibilities.
- Must be able to provide one-on-one instruction regarding the use of computers, software, and online resources.
- Ability to work independently and maintain efficient workflow required.
- Ability to maintain confidential information required.
- Ability to effectively adapt to changes in workflow and departmental and library wide initiatives and priorities.
- Ability to work a varying and flexible work schedule that includes evening and weekend hours.

WAGE: Job Class 7, part-time non-exempt position starting rate of pay is **\$14.29 per hour**.

BENEFITS: Optional participation in Guardian Vision Insurance and/or Guardian Dental insurance. *Through December 31, 2024, employees participating in employee only coverage contribute \$8.00 per month for Vision plan and \$5.68 for Dental plan.* Part-time employees are eligible for 12 paid holidays per calendar year and accrue paid vacation and sick leave based on hours worked or paid leave taken. Tuition reimbursement is available to employees in accordance with the VCPL Staff Development policy.

APPLICATION

Preferred methods of application: 1) Visit <https://vigolibrary.org/about-2/careers/> to download the VCPL employment application form. Email the completed form along with cover letter and resume to application@vigolibrary.org ; or 2) submit application materials online at www.indeed.com.

*Current VCPL employees who wish to apply for this position must complete and submit a VCPL employment application form to Human Resources.

Application review will continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview.

Vigo County Public Library is an E-Verify Employer.

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.

