

Job Title: Children's Services Associate (TEMP)**Status: Part-time; Hourly; Non-Exempt; Limited Benefits Available****Hours: Requires morning, afternoon, evening, and weekend hours****Position Summary**

The Children's Services Associate (TEMP) provides direct customer service to library patrons, assisting with materials circulation, information needs, and readers' advisory. This position works as part of the Circulation Team to provide front-line materials circulation services to patrons in the library and performs other routine, supportive duties. They also assist other departments with programs and staffing desks as needed. The ability to initiate, carry out, and resume work projects at any stage is essential, as is maintaining accuracy in financial transactions. The position reports to the Head of Circulation Services.

Training and Experience

Required:

- High school diploma or equivalent
- At least one year of experience working or volunteering with children
- At least one year of experience working with the public

Preferred:

- College degree or college experience
- Public library experience
- Bilingual (Spanish/English) skills

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

Representative Duties and Responsibilities

The following duties are normal, but not exclusive or all-inclusive, expectations for this job.

Other duties of a similar nature may be required and assigned.

- Create a welcoming and safe environment in the Children's Department
- Contribute to children's library programs at various levels, whether developing new concepts or assisting with the implementation of library programs for children such as story times, puppet shows, storytelling concerts, introductory music and art experiences, and summer reading activities.
- Create attractive and informative bulletin boards and displays
- Browse library literature, search GALILEO databases, and become familiar with materials related to library service to children.
- Uphold all library policies, including the Patron Code of Conduct
- Monitor and respond to the safety and security of library patrons; report situations according to established procedures
- Help patrons of all ages with basic library tasks such as finding library materials, using computers, and printing/copying items; answer patrons' questions
- Support daily department operations as needed, including organizing and re-shelving materials, creating relevant book displays, and performing general office duties

May also:

- Assist other departments with programs and staffing desks as needed
- Complete monetary transactions with patrons regarding fines, fees, and purchases
- Develop attractive marketing materials (flyers, social media posts, etc.) to promote children's activities
- Assist with the cleaning of the library building

Knowledge, Skills, and Abilities

Knowledge of:

- Customer service principles
- Children's literature
- Basic library operational principles and practices
- Application of ARLS policies, procedures, and activities
- All normal and emergency library building procedures

Skills:

- Public speaking and program presentation techniques appropriate to the targeted audiences
- Organizational skills and the ability to prioritize assignments and activities
- Aptitude for creative projects such as activities, displays, crafts, and decorations
- Confidence to communicate library rules and enforce behavioral policy, especially with children
- Personal computer proficiency
- Effective communication and interpersonal skills for use with coworkers and the public

Ability to:

- Plan and prioritize assignments and activities
- Collect cash and make correct change mentally
- Stay up-to-date with popular culture
- Work both independently within established guidelines, and as part of a team
- Work with people with tact, patience, and courtesy
- Effectively use Google Workspace applications, social media platforms, and other software programs
- Maintain regular, predictable, and punctual attendance
- Learn and use basic office equipment, such as computers, mobile devices, tablets, printers, scanners, copiers, and cash registers
- Provide external and internal service that is welcoming, committed to excellence, inclusive, and respectful, and that supports the community and co-workers
- Organize and shelve library materials quickly and efficiently
- Physical demand requirements are at levels of Medium Work.