

Job Title: Children's Services Specialist

Status: Part-time; Hourly; Non-Exempt; Limited Benefits Available

Hours: Requires morning, afternoon, evening, and weekend hours

Position Summary

The Children's Services Specialist plans and presents literature-based public programming for children and their families. The position also provides front-line services to patrons of all ages and performs other supportive duties. This position exhibits significant independent judgment, a positive customer service attitude, and skill in program presentation. This person must be able to independently initiate, complete, or resume work projects at any stage without direct supervision. Creativity and high energy are essential. The ability to present to a group is a plus.

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
- Meet the system's expectation to complete at least 20 hours of approved work-related training activities annually (this does not apply to temporary and substitute workers)

May also:

- Direct operations of the library in the absence of supervisors, being responsible for opening and closing the department and/or library (this does not apply to temporary and substitute workers)
- 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
- Drive to deliver library programs and materials off-site
- Contact schools and plan outreach activities
- Assist with the cleaning of the library building
- Participate in at least two approved off-site outreach programs each year (this does not apply to temporary and substitute workers)
- Train and oversee library volunteers as assigned

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.