

Reference Technician - Youth Services
Labor Grade 9 Position begins at \$15.50 per hour

Description:

The Reference Technician - Youth Services is primarily responsible for children programming. The Reference Technician - Youth Services also provides reference and readers' advisory service to patrons of all ages, with emphasis on children, and assists with collection development.

Department: Children's

Reports to: Youth Services Manager

Positions Supervised: None

Minimum Qualifications:

- Minimum of two years of college; bachelor's degree preferred, and appropriate experience.
- Excellent customer service skills.
- Strong technology skills.
- Knowledge of library services and operations.
- Experience working with children.

Requirements:

- Communicate effectively, in written and verbal format, with patrons and co-workers.
- Present a positive professional image to the public.
- Maintain confidentiality.
- Provide excellent customer service, exhibit a courteous and respectful attitude.
- Organize, prioritize, and coordinate multiple tasks.
- Work a flexible schedule, including evenings and weekends.
- Develop and maintain effective working relationships with supervisor and co-workers.
- Willingness to learn and use current and future technology.
- Successful completion of a criminal background check for applicants over the age of 18.

Responsibilities:

- Answer reference questions and provide reader's advisory service to patrons.
- Provide patrons with technology and e-media assistance and instruction.
- Assist with collection development through inventory, evaluation, and weeding.
- Maintain a working knowledge of collections and trends in children's literature.
- Create literacy-themed displays that help market the collection.
- Actively promote building-wide programs, services, and resources.
- Participate in department meetings and continuing education opportunities.
- Assist with maintaining department records and statistics.
- Plan, prepare, and present engaging programming, both in-house and off-site, to children, students, and families in the community.
- Develop and prepare decorations for the department.
- Perform other duties as required.