

CITY OF WEST LINN
JOB DESCRIPTION

Job Title: Library Children's Services Specialist

GENERAL FUNCTION:

The Library Children's Services Specialist provides patron focused library service in response to the information needs of library users between the ages of 0-18. This position assists in program development and provides information and reference assistance to library patrons.

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

DUTIES AND RESPONSIBILITIES:

1. Contributes to a positive work environment
2. Assists Children and Youth Librarians on program development and event planning within the youth department.
3. Assists marketing efforts with library staff and work closely with patrons, presenters and community groups.
4. Maintains accurate records, collects statistics, tracks performance measures and prepares reports related to programs and events to include attendance, evaluation, costs, etc. as required by administration.
5. Staffs the Circulation, Y-Circulation, and General Reference Desks on a regular rotation and when needed. Circulation duties including issuing cards, checking materials in and out, reserving books, collecting fines, and answering the phone. Promotes library collections, services, and programs.
6. Helps establish and maintain a high customer service performance standard. Performs reference interviews and advises patrons about library materials. Responds to requests for information from patrons in the library, through email and by phone or refers inquiries to appropriate Library staff. Performs duties required of daily library operations.
7. Serves on library teams as requested by the Library Director.

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8. Performs special projects and other job related tasks that may be assigned by the Library Director or Library Manager.

SPECIFICATIONS:

Job Preparation:

1. Two years of job-related experience working in Education and or Libraries specifically with childhood programs and or early childhood education; high school diploma or G.E.D. required.
2. Ability to relate to children and teens.
3. Ability to become familiar with the needs and interests of children and teens.
4. Ability to interact with and assist the public in a friendly and responsive manner.
5. Knowledge of computers, library technology, library databases, and catalogs programs likely to be used in libraries, including familiarity with the Internet, and word processing.
6. Ability to get in front of large groups and to maintain control of large numbers of people.
7. Good oral and written communication skills.
8. Strong organizational skills for a customer service oriented environment.
9. Ability to establish and maintain effective working relationships with co-workers and the public.
10. Flexibility in work schedule; including evenings and weekends.

Supervision:

a) Received: Is supervised by the Library Director or Library Manager. Work will be reviewed annually. This position may act as lead worker to various library staff. This may include scheduling, work assignment and training.

b) Exercised: Supervision of others is not a normal responsibility of positions in this classification. May be assigned to assist in the training of employees or volunteers.

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Communication:

- a) There may be contact with other City departments. This position has frequent and in-depth interaction with other staff members.
- b) Contact with City residents is frequent. This will include facilitating programs, scheduling library facilities and arranging displays.

Cognitive Functions:

- a) General library duties are governed by written policies, procedures and guidelines of the City, Library or the County Library (LINCC) District. This position provides input for the development of policies, procedures and systems within the assigned work area.
- b) Innovation and creativity may be required to perform a variety of duties related to the position.

Working Conditions:

- a) Physical Demands:
 - i) Lifting of book boxes is required.
 - ii) The position requires the use of standard office equipment.
 - iii) The position involves intermittent sitting, standing, walking, bending, stooping, and reaching.
- b) Work Environment:
 - i) Work is performed at the West Linn Library.
 - ii) The work is performed during regular library hours, which includes weekends and evenings.

Resource Accountability:

- a) Responsible for providing input into department budget preparation process.
- b) May commit City resources within budget for purchases up to \$3000 without direct approval from supervisors.