

Fairhope Public Library

Job Description

Youth Services Page

All employees of the Fairhope Public Library are expected to represent the library in the most helpful, courteous, and professional manner while carrying out their duties and responsibilities efficiently and in an exemplary manner.

Job Summary:

The Youth Services Page assists patrons with general library and reference inquiries, shelves books and materials, and works closely with other staff in support of library operations. This position requires someone with strong attention to detail and excellent customer service skills. The Youth Services Page reports to the Youth Services Department Head and to the Director of the Library.

Duties and Responsibilities:

- Assists in shelving and shelf reading.
- Shelves library materials and maintains order and appearance of materials on the shelves to include repairing, shifting, and straightening.
- Monitors and maintain orderliness of shelving and other collection management according to departmental established procedures as directed by the Youth Services Department Head.
- Provides timely and accurate assistance to library patrons with computer, Internet use questions, and reference questions.
- Performs reference and reader's advisory services using materials in a variety of formats.
- Performs clerical, cleaning, and other types of assistance to the Youth Services Department Head.
- Creates a positive experience for patrons through professional and courteous behavior and creative problem resolution.
- Supports and respects diversity in the workplace.
- Assists in study room reservations; aiding patrons in adherence to study room policies; maintains cleanliness of study rooms.
- Assists in maintaining departmental statistics.
- Interacts with patrons of all ages, assisting patrons and callers with general questions and directing them to appropriate areas or staff.
- Issues visitor passes to youth as required by policy.
- Completes the department's Daily Checklist(s) every shift.
- Implements all library policies and procedures.
- Performs related work as assigned.

Knowledge, Skills, and Abilities:

- Demonstrates a strong desire to assist children, make them feel welcome at the library, and encourage a love for reading.
- Excellent knowledge of grammar, spelling, alphabetizing, and usage.
- Ability to communicate effectively with staff and patrons.
- Ability to use computers and software required for the position.
- Ability to be detail oriented and quality driven.
- Knowledge of children's and young adult's library materials.
- Ability to retrieve and return books to their proper shelves with accuracy.
- Ability to apply excellent customer service skills.
- Flexibility and willingness to perform tasks as required by the demands of the department.

- Must possess physical stamina to lift, bend, stand and walk as necessary and possibly for long periods of time.
- Self-motivated with the ability to set priorities and work independently under the supervision of the Youth Services Department Head.

Education and Experience:

- Customer service experience is preferred.
- Library volunteer experience is preferred.
- Knowledge of literature for children and young adults is preferred.
- Prior experience working with children and teens is preferred.

Other Information:

- Occasional Saturdays and special events may be required.
- Must be prepared to perform other library duties as requested.
- Must be willing to work in or be transferred to other departments.
- Attends staff meetings and training sessions as appropriate/directed.

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Receipt & Acknowledgement

I have read this position description and fully understand the requirements set forth therein. I hereby accept the position of Youth Services Page and agree to perform the identified essential functions in accordance with the Fairhope Public Library’s established policies and procedures.

I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

Note:
This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. The description is illustrative of tasks and responsibilities. It is NOT all-inclusive of every task or responsibility.

Employee Signature Date

Department Head Signature Date

Director Signature Date