

# City of Caldwell

## Class Specification

<b>Class Title</b>	<b>YOUTH SERVICES ASSISTANT</b>
<b>Job Valuation Number</b>	<b>1740</b>
<b>FLSA Designation</b>	<b>Covered</b>
<b>Pay Grade</b>	<b>Level 4</b>
<b>Effective Date</b>	<b>February 2021</b>

### General Statement of Duties

Assists the Youth Services Supervisor in planning, preparing, conducting, and promoting both outreach and in-library story times and library tours; assists with the day-to-day activities at the Caldwell Public Library; performs related work as required.

### Classification Summary

The principal function of an employee in this class is to assist the Youth Services Supervisor in planning, preparing, conducting, and promoting both outreach and in-library story times and library tours and assists with the day-to-day activities at the Caldwell Public Library. The work is performed under the direct supervision of the Youth Services Supervisor and the general supervision of the Library Director. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with board members, employees, patrons, and the general public. The principal duties of this class are performed in a general office environment.

### Examples of Work (Illustrative Only)

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists the Youth Services Supervisor in planning, preparing, conducting, and promoting both outreach and in-library story times and library tours;
- Assists the Youth Services Supervisor in planning, preparing, conducting, and promoting programs and outreach for school age children and teens;
- Assists children, parents, teachers and other patrons with reader's advisory and reference;
- Answers questions in person, by phone, or by email;
- Utilizes integrated library system (ILS) and internet to locate resources;
- Instructs patrons in the use of the public catalog, electronic resources catalog, and the library's databases;

- Troubleshoots computer and internet difficulties and advises patrons on use of familiar programs (e.g., Word);
- Assists patrons in interfacing mobile devices with library resources (e-readers, tablets, phones);
- Provides programming;
- Plans and implements one weekly book-based story time for preschoolers under the supervision of the Youth Services Supervisor;
- Assists in planning weekly school-age programs and in implementing special programs;
- Provides clerical and programming support including creation of fliers, calendars, bookmarks, and other publicity material;
- Sets up and cleans up the room for programs;
- Assists in updating and maintaining a well-rounded collection of material through selection, de-selection, and material review;
- Assists in the supervision of the library volunteers as instructed;
- Attends approved community events to promote library awareness;
- Performs special projects as assigned;
- Keeps supervisor fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Informs supervisor on controversial issues and public interactions;
- Communicates and coordinates with others to maximize the effectiveness and efficiency of interdepartmental operations and activities to help keep a positive work environment as well as works as a team member;
- Respects the opinion of others and maintains a positive and professional working relationship with employees, supervisors and others.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Performs other related duties as assigned.

<b>Required Knowledge, Skills and Abilities</b>
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- Considerable knowledge of the Dewey Decimal System;
- Basic knowledge of children's literature, reader's advisory and reference skills;
- Basic knowledge of operating general office equipment such as copier, scanner, fax, etc.;
- Ability to learn City policies and departmental rules, procedures, and practices;
- Ability to work independently and demonstrate good decision-making skills;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to perform for and work with large audiences (prefer experience providing children's programs and puppet shows);
- Ability and initiative to take responsibility for programs and assigned projects;
- Ability to utilize active listening techniques;
- Ability to deal tactfully with others and effectively resolve conflict;

- Ability to establish and maintain effective working relationships with employees, board members and general public;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- An Associate's degree from an accredited college or university; or
- Minimum of two (2) years experience performing above or related tasks in a library setting; or
- Any equivalent combination of education, experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Bilingual Spanish is highly desirable.
- Subject to a pre-employment drug test and background check.
- Required to work evening and weekend hours.

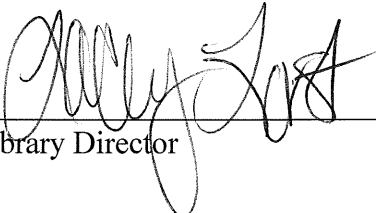
**Physical Demands**

**N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 30% of the time (2.5+ hours/day)  
**F (Frequently)** Position requires this activity 30% - 60% of the time (Up to 5.5 hours/day)  
**C (Constantly)** Position requires this activity more than 60% of the time (Over 5.5 hours/day)

Physical Demands	Lift/Carry	Hazards/Potential Exposure
<u>O</u> Stand	<u>O</u> 10 lbs or less	<u>N</u> Toxins/caustics/chemicals
<u>F</u> Walk	<u>O</u> 11 – 20 lbs	<u>N</u> Extreme conditions
<u>F</u> Sit	<u>N</u> 21 – 50 lbs	<u>O</u> Dust
<u>O</u> Manual Manipulation	<u>N</u> 51 – 100 lbs	<u>O</u> Moving mechanical parts
<u>O</u> Grasp	<u>N</u> Over 100 lbs	<u>N</u> Potential electrical shock
<u>O</u> Reach Outward		<u>N</u> High pitched noises
<u>O</u> Reach Above Shoulder	<b>Push/Pull</b>	<u>N</u> Blood-borne pathogens
<u>C</u> Speak	<u>O</u> 12 lbs or less	<u>N</u> Gaseous risk/fumes
<u>N</u> Climb	<u>O</u> 13 – 25 lbs	<u>N</u> Construction zone hazards
<u>N</u> Crawl	<u>O</u> 26 – 40 lbs	<u>O</u> Communicable disease
<u>O</u> Squat or Kneel	<u>N</u> 41 – 100 lbs	<u>N</u> Hot liquids/fire
<u>O</u> Bend	<u>N</u> Over 100 lbs	<u>N</u> Height & confined spaces

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively with board members, all City personnel, other agencies, and the public;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written correspondence, reports and related material in both electronic and hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard and various office equipment and produce hand-written materials and notations;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to visit various work locations throughout the library and the city, ability to reach, kneel or crouch, and to lift up to ten (10) pounds.

Approved By:   
Library Director

Date: 3/3/21