

POSITION DESCRIPTION
ROCKY RIVER PUBLIC LIBRARY
An Equal Opportunity Employer

- I. POSITION TITLE:** Children's Services Associate
- II. DEPARTMENT:** Children's Services
- III. IMMEDIATE MANAGER:** Children's Services Manager
- IV. FLSA STATUS:** Non-Exempt
- V. POSITION SUMMARY:** Participates in the creation and presentation of the Children's Services Department programs. Assists Children's Services Department librarians in maintenance of collections. Provides courteous and reliable customer service to patrons.
- A. Responsibilities to Manager**
In compliance with the core values and mission of the Library, recommends improvements in areas of responsibilities; keeps manager informed of projects, duties, and progress; communicates fully and effectively with manager and fellow employees.
- B. Interrelationship with Other Departments**
Promotes good communication and full cooperation with all departments to achieve the goals of the Library. May participate in Library teams.
- VI. QUALIFICATIONS:**
- A. Education and Experience:** Bachelor's degree. 2 – 3 years' experience in a public library children's department environment is *preferred*. Previous experience working with preschool and school age children is *preferred*.
- B. Knowledge, Skills, and Abilities:**
- Ability to operate computer and web applications, departmental technology, and the Library's automation and email systems.
 - Ability to provide consistently high-quality customer service.
 - General knowledge of libraries.
 - Knowledge of children's literature and popular children's materials.
 - Ability to tactfully and effectively work with and to prepare age-appropriate programs for preschool and/or school age children and their parents and caregivers.
 - Ability to maintain confidentiality and use appropriate judgement in handling information and records.
 - Ability to resolve basic problems.
- C. Personal Characteristics:** Consistently maintains and displays a positive attitude.

VII. ESSENTIAL DUTIES AND RESPONSIBILITIES: *This list is illustrative and not to be considered exhaustive for this position.*

- A. Maintains regular patron contact by providing courteous, prompt, reliable public library reference service, readers' advisory, computer assistance, and general assistance.
- B. Prepares and presents age-appropriate programs.
- C. Represents the Library by visiting and presenting programs at schools, preschools, and childcare facilities in the community.
- D. Creates and maintains promotional floor displays.
- E. Prepares and ensures proper documentation/recording of outreach and teacher loans.
- F. May be responsible for presenting topics to groups and for educating the public how to use Library resources effectively.
- G. Participates in the operation of the Children's Services Department reference desk.
- H. Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- I. Works with manager to set annual performance goals and objectives that support the Library's core values.
- J. Participates in Library teams, meetings, in-service training, workshops, and conferences.
- K. Maintains knowledge of library profession by attending training and workshops, reviews professional publications, and establishing personal networks.
- L. Maintains paper and digital records/files for respective area.
- M. Assumes additional responsibilities and performs special projects as needed or directed.

VIII. PHYSICAL REQUIREMENTS: Must be available to work evenings and weekends; Ability to regularly lift up to 30 pounds; Ability to reach overhead and stoop to floor level; operate standard business office equipment; travel is required frequently to visit local schools and community events, off-site training sessions and/or meetings.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the position and is subject to review and change at any time, with or without notice, in accordance with the needs of Rocky River Public Library. Since no position description can detail all the duties and the responsibilities that may be required from time to time in the performance of the job, duties that may be inherent in a position, reasonably required for performance, or required due to the changing nature of the position shall also be considered part of the position holder's responsibility.

Employee Signature

Date