



Delaware
County District
Library

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Position Profile

Title: Youth Services Specialist

Department: Youth Services or Extension Services

Supervisor: Youth Services Manager or Branch Manager

Direct Reports: None

Summary of Purpose: Provides library services and programming to meet customers' information and entertainment needs with special emphasis on the needs of children and teens.

Collection Quality *Ensures a broad and balanced collection that represents the interests of the community.*

- Stays familiar with programming resource books.
- Stays familiar with current publishing trends and customer interests with the aid of popular media, customer requests and discussion with the other Youth Services staff.
- Assists in shelving, monitoring, rotating and weeding the collection.
- Monitors physical integrity of materials.
- Reports title or subject suggestions to supervisor.

Service Quality *Ensures service excellence through customer focused standards and consistently applied policies.*

- Provides direct service to customers of all ages with special attention given to children, young adults, and their caregivers.
- Addresses customer concerns and complaints. Refers them to supervisor when appropriate.
- Retrieves information via computer, and is knowledgeable of the Library's policies and procedures.
- Performs clerical tasks essential to daily operations.
- Fills in for other youth services staff (in home branch and other locations) as needed.
- Attends regular staff meetings to review and discuss customer needs, library policies, and procedures.
- Keeps abreast of developments by reading professional literature and attending conferences, workshops, and other training sessions. Incorporates new developments into daily practices.

Access Quality *Ensures public awareness and access to Library resources through promotion, education and collaboration.*

- Conducts literature-based library programs for the enrichment of children, teens and families.
- Helps with youth services programming throughout the library system.
- Encourages young readers and promotes library use as a rewarding experience for children and teens.
- Creates and maintains displays targeted at children and young adults.
- Creates programming materials (e.g. flannel stories) under guidance of youth services staff.
- Presents programs for schools and other youth oriented organizations.
- Conducts tours of the library.
- Ensures that library equipment is in good working order, troubleshoots simple technology problems when they arise, and notifies technology staff of serious issues.

Facility Quality *Ensures facilities that are safe, functional and inviting.*

- Maintains the orderliness and organization of department collections.
- Keeps work areas clean and safe.
- Monitors customer usage of the library facilities and takes a proactive approach in preventing disruptive or unsafe behavior or conditions.
- Cleans areas and materials in assigned departments as needed.
- Reports any serious maintenance problems to the library's maintenance staff.

Resource Quality *Ensures adequate resources through public and private funding, gifts, donations, partnerships and the deployment of volunteers.*

- Maintains the library's reputation and positive image in the community to facilitate fundraising and related activities.
- Assists in the supervision of volunteers as needed.

Qualifications

- Bachelor's degree or equivalent practical experience.
- Degree related to education or children's services preferred.
- Prior experience working with children preferred.
- Availability to work evenings and weekends

Note: *This profile portrays typical duties and responsibilities, and is not intended to be all-inclusive.*

Signature: _____

Date: _____