

Job Title: Children Services Associate  
Job Category: Part-time, 20-24 hours/week  
Department: Children Services  
Salary: \$14-16/hour commensurate with experience  
Submit Application Online via [www.twinsburglibrary.org/jobs](http://www.twinsburglibrary.org/jobs)  
Mail: Twinsburg Public Library  
Attn: Melissa Tallis  
10050 Ravenna Road  
Twinsburg, OH 44087

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### ROLES AND RESPONSIBILITIES

- Responsible for providing excellent, efficient customer service, programming, and resources to youth ages 0-12.

### ESSENTIAL RESPONSIBILITIES AND DUTIES

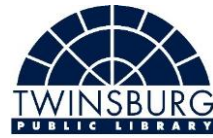
- Checks out materials to the public in Children Services, using SirsiDynix Workflows (training provided). Maintains confidentiality of patron records. Knows when to refer questions to Circulation.
- Provides reference service to children, caregivers, and teachers; provides reader's advisory service.
- Registers patrons for activities and events. Provides directions to library activities and areas; escort patrons to areas of library if workflow allows.
- Conducts story times for children ages 0-5, incorporating pre- and early literacy skills and methods.
- Plans and conducts programming for school-age children in grades pre-K through third grade.
- Demonstrates excellent customer service and deals with patron problems.
- Promotes library use, especially programs and services provided by the Children Services department. Participates in outreach to the community.
- Assists with selection and weeding; may select a portion of the materials collection.
- Treats public and team members courteously and with a cooperative attitude.
- Performs other similar and related duties as directed by the Children Services Manager, Assistant Manager, or Administration not requiring materially different qualifications for those herein described.

### MINIMUM REQUIREMENTS

- Bachelor's, Associate's, or equivalent experience required (Education, English, reading and literacy, or childhood development majors preferred).
- Two or more years of experience in public libraries or in education.

### CONDITIONS AT WORK

- Fast-paced environment that may require handling difficult customer service situations.
- Job is primarily performed indoors in a typical customer service setting and involves frequent close-up work, including use of a PC monitor.



- Employee may be scheduled to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the Library. Employee will generally work two evenings a week and in a weekend rotation.
- **Physical Requirements:** Ability to regularly lift up to 25 pounds; ability to reach overhead and stoop to floor level; ability to operate standard office equipment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience and comfort working with all ages, especially children 0-11.
- Experience and comfort working with parents and caregivers of children.
- Excellent customer service skills.
- Ability to work as part of a team, demonstrating initiative and creativity.
- Experience working with computers and technology, particularly Office 365, SharePoint, and use of common office equipment.
- Familiarity with library's e-book platforms, databases, and consortia. Ability to teach and demonstrate use of these resources.
- Ability to keep records accurately.
- Ability to follow oral and written instructions.
- Knowledge of and familiarity with children's literature, high interest areas and current trends in popular culture and education. Knowledge of youth materials in all media and formats.
- Knowledge of stages of growth and development of children.
- Strong organizational skills.
- Knowledge of library practices in regard to confidentiality, privacy, and equal access.

I have read and understand this job description and acknowledge that it does not constitute a contract.	
Signature	Date