



Terryville Public Library Library Assistant (Teen/Reference Services)

General Statement of Duties: The Library Assistant (Teen/Reference Services) helps create a welcoming, supportive, and engaging library experience for patrons of all ages, with a focus on services to teens and supporting reference and adult services. This position plans and presents creative programs for young adults, assists with young adult collection development and maintenance, and helps patrons access library materials, resources, equipment, and services. The Library Assistant also assists patrons with library technology and CreationStation Makerspace equipment, prepares promotional and social media materials, and works collaboratively with staff to encourage library use and meet the evolving needs of the community.

Supervision Received: Directly responsible to Reference and Adult Services Librarian

Supervision Exercised: In the absence of other supervisory personnel, supervises pages

Examples of Work: (including but not limited to)

- Plans and delivers library programs and services that fulfill the educational, recreational and personal needs of local young adults.
- Evaluates and recommends for purchase new print and digital materials for young adults (typically 12-18).
- Opens and closes reference desk functions, the book drop, and the library building as needed; assists other departments; supervises reference desk functions in the absence of the department head.
- Responds to patron questions about library services in person, online, and by telephone.
- Provides prompt and courteous reference assistance and readers' advisory services to patrons.
- Maintains statistical records of reference inquiries and patron information requests.
- Reserves materials for patrons and accepts interlibrary loan requests.
- Assists patrons with CreationStation Makerspace equipment, including, but not limited to, Prusa 3D printers, Cricut machines, and sewing machines.
- Assists with the preparation and distribution of promotional materials, including flyers, press releases, signage, displays and social media content that encourage library use.
- Communicates with department heads regarding procedures, methods, techniques, and services, and makes recommendations as appropriate.
- Keeps current on trends in young adult services.
- Ensures adherence to library policy.

Knowledge, Skills and Ability:

- Demonstrated experience working for and with young adults.
- Working knowledge of developmental, recreational, and educational needs of young adults.
- Working knowledge of Microsoft Office and Google Workspace.
- Awareness of the purpose, role, and functions of the public library in the community.
- Ability to communicate clearly, courteously, and effectively with the public, staff, and community partners.
- Ability to quickly and accurately understand patron needs and provide appropriate assistance.
- Ability to perform general clerical duties and detailed work with accuracy.
- Ability to understand and follow written and oral instructions.
- Ability to communicate effectively in English, both orally and in writing, and to listen actively and respond appropriately.
- Ability to learn, understand, and apply current library technologies, tools, and service trends.

Experience and Training:

High school graduate with some library and customer service experience. 2 years of college preferred or an equivalent combination of education and experience demonstrating the required knowledge, skills, and abilities.

Physical requirements:

- Ability to push and pull library book trucks weighing 100-300 pounds
- Carry up to 15 pounds of books across the library
- Stand, bend and stretch to reach high and low shelves