



**Mansfield/Richland County
Public Library**

**VACANCY POSTING
& JOB DESCRIPTION**

**Teen Services
Associate**

Applications will be accepted until 5:00 p.m. on Monday, January 20, 2025.

Complete an online application on our website: www.mrcpl.org/about/employment

Application forms are also available and accepted at all MRCPL locations.

Please submit a letter of interest and current resume with application.

This is a 40 hour per week position scheduled day, evening and weekend hours.

Reports to:	Youth Services Coordinator	FLSA Status:	Non-exempt
Pay Grade:	17; \$17.75/hr to start	Location:	Main Library

Positions Supervised: None

POSITION SUMMARY: Under the supervision of the Youth Services Coordinator, the Teen Services Associate is responsible for providing and promoting library resources and services to persons of all ages, with a focus on teens, and performs a variety of duties including actively assisting in collection maintenance and planning and implementing programming for teens.

QUALIFICATIONS:

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| 1. Bachelor's Degree is preferred with coursework in a related field, or equivalent of 10 or more years of relevant work experience in a public library. |
| 2. Experience working in a public library setting with children or teens is preferred. |
| 3. Advanced computer skills using Microsoft Office, GSuite, internet and email |
| 4. Ability to read, write, speak and understand English |
| 5. Must be experienced and comfortable working alone and in a team environment |
| 6. Must have advanced facility with a variety of social media and digital formats along with devices used by customers, like iPad, tablets, eReaders, smart phones and the like |
| 7. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours |
| 8. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees |

to look for materials that have fallen under the shelves or stand on step stool 14 ½ inches high to reach upper shelves. May need to sweep or vacuum after programs.

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| 9. Favorable results of pre-employment background check. |
| 10. Reliable transportation in order to meet work requirements. |
| 11. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel in all weather conditions is required. |
| 12. Required at time of hire: proof of eligibility to work in the United States. |

KNOWLEDGE, SKILLS AND ABILITIES:

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| 1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire) |
| 2. Knowledge of safe work practices and safe lifting techniques (acquired after hire) |
| 3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire) |
| 4. Knowledge of online circulation system, catalog, and resources (acquired after hire) |
| 5. Knowledge of reference interview and reader's advisory techniques with knowledge of, and the ability to utilize, appropriate resources when assisting customers with selections and information (acquired after hire) |
| 6. Knowledge and experience with general office practices, procedures and equipment |
| 7. Ability to accurately sort, file and read numbers and letters alphabetically and numerically |
| 8. Knowledge of teen-oriented literature and current trends in library service to teens |
| 9. Ability to exhibit strong commitment to serve teens, parents, caregivers and others involved with teen programming |
| 10. Ability to exhibit positive attitude and strong leadership qualities to help teens grow intellectually and socially |
| 11. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions |
| 12. Ability to speak publicly to audiences of varying size and demographics |
| 13. Ability to actively listen and communicate clearly with diverse customer base |
| 14. Ability to understand and follow specific instructions |
| 15. Ability to work independently in the absence of close supervision |
| 16. Ability to prioritize work and efficiently carry out assigned tasks and projects |
| 17. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested |
| 18. Ability to remain mentally alert, focusing attention on detail and accuracy |
| 19. Skill in exhibiting an attitude of professionalism, including tact, good judgement, dependability and courtesy |
| 20. Excellent organizational skills and attention to detail and accuracy |

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

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| 1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email |
| 2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers |

3. Ability to use good judgement and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of Library policies and applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understand and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Handle multiple interruptions at once, sustaining productivity and accuracy.
3. Exhibit professional, courteous and approachable demeanor at all times.
4. Maintain confidentiality of customer records in accordance with library policy and Ohio law.
5. Work at the Public Service desk in the Teen Zone, Children's, Media Services and Adult Reference departments, as needed, and professionally and non-judgmentally provide quick and accurate answers, using appropriate reference techniques.
6. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
7. Locate and process materials to fulfill customer requests.
8. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
9. Develop and maintain relationships with local public, private and parochial schools through regular communication and community engagement, promoting teen programs and Summer Library Program (SLP).

10. Work with Teen Services Librarians to plan and implement teen programming system-wide, including Teen SLP.
11. Conduct reference interviews, using resources and materials in a variety of formats, to provide research assistance and connect customers to the information they are seeking.
12. Conduct reader's advisory services using resources and materials in a variety of formats.
13. Conduct collection maintenance in assigned areas of the collection in accordance with library guidelines.
14. Actively contribute to collection development efforts by providing suggestions for materials as requested or assigned.
15. Assist with daily shelving, straightening, and shelf reading.
16. Under the direction of the Youth Services Coordinator, plan and execute general library programs for teens in the library or in the community, as requested.
17. Directly assist and instruct customers in using library online resources upon request, either in person or over the phone.
18. Assist in the use of computer reservation and print release software in accordance with library policy and procedure.
19. Track and maintain statistical data within your area of responsibility or as requested by supervisor.
20. Create and maintain displays on various themes and timely topics in or around the teen department.
21. Create relevant and appropriate social media posts, assist in creating Subject Guides and contribute to maintenance of web pages within area of responsibility.
22. Maintain a current awareness of system wide library programs, resources, and services in order to recommend to customers as appropriate.
23. Produce bibliographic aids such as reading lists, bibliographies and resource guides as needed.
24. Complete specialized projects or off-desk responsibilities as assigned by supervisor, meeting the operational needs of the department.
25. Make minor corrections to item records, as needed.
26. Serve as contact for community organizations including schools in your area of responsibility.
27. Identify and make recommendations for improvements to operations and streamlined work processes.
28. Accept payments (print, faxes) and make accurate change.
29. Represent the Library publicly at meetings and other activities, as directed.
30. Maintain regular and predictable attendance, working days, evenings and weekends to meet the needs of the department.
31. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
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2. Perform Circulation duties and assist customers in checking out materials in Media Services.
3. Accept payments for charges in customer accounts and accurately apply to customer accounts making appropriate change when in Media Services.
4. Assist customers in using the self-check machines.
5. Participate in school visits and occasional library tours.
6. Working in partnership with Branch Youth Services staff, participate in and support teen services, programming and community engagement at the branches, as needed.
7. Assist in the training of new staff and department volunteers.
8. Occasionally participate in the planning and/or execution of special programs and events as indicated by customer/community interest and need or administration request
9. Work with supervisor to identify promotional opportunities for services and resources available within your area of responsibility.
10. Participate in the Library's community engagement efforts and activities.
11. Engage actively in professional development and monitor changes in the profession through meetings, and professional reading, bringing ideas and suggestions to the attention of the supervisor.
12. Act as Person In Charge (PIC) as requested, and work Sunday rotation when scheduled.
13. Perform opening and closing procedures for the Teen Zone or Media Services, as needed.
14. Attend meetings as scheduled by the Youth Services Coordinator.
15. Communicate regularly with supervisor.
16. Clean up bodily fluids as necessary following MRCPL procedures.
17. Attend Staff Development Day, and additional workshops and seminars as assigned.
18. Perform additional tasks as required by the upward chain of command, which moves from the Teen Services Associate to the Youth Services Coordinator to the Deputy Director to the Director.