



LAKE VILLA DISTRICT LIBRARY
Job Description

JOB TITLE	DEPARTMENT	PAY GRADE
Youth Services Reference Clerk	Youth Services	5
CLASSIFICATION	SCHEDULE	REPORTS TO
Part-Time Non-Exempt	TBD - includes daytime, evening, and weekend hours	Head of Youth Services

POSITION SUMMARY

Under the supervision of the Head of Youth Services, this employee provides direct customer service support to the public and performs tasks to support department operations including reference and reader’s advisory assistance.

ESSENTIAL RESPONSIBILITIES

- Provides accurate, friendly, and courteous service and assures a positive library experience.
- Assists patrons with requests for assistance in identifying and locating materials and information.
- Conducts reference interviews to ascertain patron needs; refers more complex inquiries to librarian.
- Promotes and informs patrons of library electronic media, services, programs and resources.
- Registers participants for youth programs.
- Develops and maintains displays and shelves materials as assigned.
- Assists patron in placing holds and requesting interlibrary loans.
- Performs clerical tasks to prepare for programs and provides support for youth programs.
- Prepares bibliographies and pathfinders as directed.
- Maintains departmental statistics.
- Provides roving information services.
- Troubleshoots minor equipment problems (computers, printers, copiers, etc.).
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Commitment and desire to provide excellent service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Ability to maintain confidentiality and exercise discretion with patrons and staff.
- Ability to empathize and relate to the needs of children and their caregivers.
- Awareness of library resources in multiple formats.

Youth Services Reference Clerk

- Familiarity with children's literature.
- Awareness of library practices, policies, and procedures, especially as they relate to services for children.
- Ability to use good judgment in making decisions and referring questions to appropriate staff.
- Ability to comprehend oral and written instructions.
- Ability to communicate clearly and effectively.
- Ability to follow directions and complete tasks.
- Ability to establish and maintain harmonious working relationships.
- Ability to use keyboard, computer, integrated office software, and other electronic devices.
- Supports mission of LVDL and demonstrates commitment to Library's core values.

QUALIFICATIONS

- LTA or Associate's degree.
- Public library work experience and experience working with children preferred.
- Schedule includes daytime, evening, and weekend hours.
- Access to transportation.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered):

- Ability to see, walk, sit, talk, and hear.
- Ability to read, write, and communicate fluently in English.
- Frequently entering data on a keyboard and reading computer screens.
- Frequently standing/sitting at and using a computer.
- Ability to move from one area of the library to another area.
- Ability to bend, stoop, kneel, and stretch.
- Physical dexterity to reach shelves of various heights.
- Ability to lift and carry items up to 20 pounds.
- Ability to push items of 150 pounds or higher while utilizing a cart.
- Visual acuity sufficient to read various font sizes.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date