
POSITION INFORMATION

Title:	Teen Library Assistant	Supervisor:	Teen Services Librarian
Location:	Martin Library	Classification:	Part-Time/Non-Exempt
Department:	ML Teen Services	Hours:	25 hours
Schedule:	Saturday 9:30AM-1:30PM, Monday-Wednesday, 10:30AM-6:00PM		

COVID-19 vaccination is required. At York County Libraries, the health and safety of our employees are important to us. Therefore, new hires must be fully vaccinated against COVID-19 by date of hire. Individuals requiring a medical or religious accommodation may contact Human Resources.

GENERAL DESCRIPTION

Under the supervision of the Manager of Teen Services, the Teen Library Assistant will provide assistance to a diverse population of members in using library resources. The Teen Library Assistant will primarily be involved in the day-to-day functions of greeting members, checking in/out materials, shelving books, opening/closing duties, creating customer records, etc.

EDUCATION & EXPERIENCE REQUIREMENTS

- Candidate must have a high school degree (or equivalent)
- Experience providing customer service is preferred.

GENERAL REQUIREMENTS

This position requires someone with excellent communication skills and the ability to interact with a diverse population, especially teens. The Library Assistant must be enthusiastic, flexible, and can work constructively with a team. The Library Assistant must be comfortable using computers; learning new software; performing computer-based research; and trouble-shooting computer hardware and software issues.

PHYSICAL REQUIREMENTS

- Must be able to lift up to 30 pounds from ground level to waist level and be able to bend, squat, and kneel occasionally throughout work shift.
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to stand and/or walk up to four (4) hours at a time.
- Must be able to sit for up to four (4) hours at a time.

DUTIES AND RESPONSIBILITIES

- Works with team members to create a caring, courteous, and respectful environment.
- Provides direct customer service, consults with senior staff to resolve member concerns and or issues.
- Monitors the use of the Teen Forum, including computer lab.
- Assist members in utilizing computer software and e-resources including library resources, both physical and digital, to meet their information needs.
- Informs members and library users of library rules and policies with the support of lead staff member. Completes Incident Reports in a timely manner.
- Collects fees and uses the cash register software to track all transactions.
- Uses the **Integrated Library System (ILS)** to check materials in and out, create and update member records, responds to messages and conduct catalog searches.
- Performs opening and closing procedures, including light cleaning.
- Shelves, straightens, and organizes materials in the Teen Forum.
- Assists with program preparation, including set up and cleanup of Creative and Solver Spaces, prepares materials as requested by programming staff.
- Assists with programs and monitoring of the Discord Server.
- Performs additional duties and special projects, as directed by management.

ADDITIONAL INFORMATION

Required Clearances:

If offered the position, the offer will be contingent upon the candidate completing and submitting the following documentation prior to the start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment. Volunteer clearances will not be accepted.

- Pennsylvania Child Abuse Clearance
 - <https://www.compass.state.pa.us/CWIS/Public/Home>
 - Pennsylvania Criminal History Record
 - <https://epatch.state.pa.us/>
 - Federal Criminal History Record
 - <https://www.identogo.com/locations/pennsylvania>
 - Mandated Reporter Training Certificate
 - <https://www.reportabusepa.pitt.edu>
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If this position matches your interests and qualifications, please visit jobs.yorklibraries.org to complete an employment application.