



JOB TITLE		DEPARTMENT	JOB LEVEL
KidSpace Desk & Program Page		KidSpace	1
CLASSIFICATION	REPORTS TO		SUPERVISES
Part-Time Non-Exempt	Coordinator of Hispanic Family Services		n/a

POSITION SUMMARY

Under the general direction of the Coordinator of Hispanic Family Programs and Services, provides basic level assistance to library customers at the Youth Center Help Desk and helps with program preparations.

ESSENTIAL RESPONSIBILITIES

- Assists children and care-givers with KidSpace computers by assisting with log-ins, answering basic computer questions, and helping with print jobs
- Assists at children’s programs with tasks such as, but not limited to, the following:
 - modeling story-time behaviors, monitoring the crowd, running A/V technologies
 - for performers, and performing basic puppetry
- Assists customers with self-checkout machines
- Oversees the in-house circulation of video game controllers and other technologies
- Manages the traffic flow of the study rooms and the Resource Room by signing in users, measuring projects and accepting payment for materials
- Distributes computer guest passes and other in-house use items such as game pieces and craft supplies
- Assists with maintaining the condition of public spaces as requested, including department closing procedures
- Prepares program materials such as PowerPoint presentations and flannel board pieces under the supervision of senior staff
- Retrieves library materials, as per the request by senior staff
- Answers department phone as needed
- Cascades reference and readers’ advisory questions to senior staff members
- Alerts senior staff to potentially disruptive or problematic situations
- Assists in maintaining a safe and secure library environment, following procedures to report injuries and potential hazards
- Participates in Department meetings and other meetings as required
- Other library related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Must be comfortable with public interactions
- Ability to relate to customers of all ages, especially children, and provide exemplary customer service
- Must be able to communicate effectively with customers and staff knowing when to cascade questions to senior staff members
- Basic public desk and telephone etiquette
- Ability to take direction from and work with various levels of staff within the department
- Basic computer knowledge, including the use of Microsoft Office, e-mail, Internet searches and iPad
- Ability to read a ruler and possess basic math skills to tabulate charges for lamination requests by customers
- Ability to make change and handle small amounts of money
- Must be tactful and respect customers' confidentiality and privacy
- Ability to explain library procedures in a clear and pleasant manner to the public
- Must be able to prioritize and manage time efficiently and effectively, performing tasks with personal initiative
- Must be able to work a variable schedule including mornings, afternoons, evenings and weekends
- Must be able to have flexibility in schedules and task assignments as well as the initiative to communicate with co-workers to cover assignments
- Adapts well to changes in existing practices, library routines, and workflows with patience, tact and professionalism

EDUCATION/EXPERIENCE QUALIFICATIONS

Must be at least 16 years of age

TOOLS/EQUIPMENT

Use of the following equipment: calculator, computer with mouse, copy machine, die-cut machine, DVD players, iPad/iPod, gaming systems, laminator, LCD projectors, printers, public address systems, public access catalog terminal, scanners, self-check machines, computer tablets, and telephones.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to customers and staff members both in person and in telephone conversations
- Must have the visual ability to see computer screen and read call numbers and barcode labels on library materials
- Must be able to manipulate computer keyboards and other items such as puppets, game pieces, etc. utilized in KidSpace
- Must possess the agility and be able to maintain the moderate activity level involved in children's programming
- Must be able to lift and carry books or other items weighing up to 40 pounds

- Must be able to reach a height of greater than 60 inches
- Must be able to walk distances of more than 200 feet within the building
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to sit or stand for extended periods during the work period
- Must be able to bend to stoop to reach lower shelves
- Must be able to work scheduled hours, which may include evenings and weekends, and meet general attendance requirements

NOTE: The scope of the job may change as necessitated by the library's operational demands.